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SECTION 6

BUSINESS AND TECHNICAL REQUIREMENTS

The Business and Technical Requirements specified in this RFP Section can be classified as either "Mandatory," "Mandatory-Optional," or "Desirable."

Mandatory (M)

Mandatory requirements are those that the Contractor shall provide at no cost and without a specific order. These services include, but are not limited to, network security, usage reports, invoicing, business planning, and other like items. All Mandatory items shall be included within the awarded Contract. All items not specifically identified as "Mandatory-Optional" (M-O), or "Desirable" (D) are considered "Mandatory".

Mandatory-Optional Requirements (M-O)

Requirements that are designated as "Mandatory-Optional" are specific services, or specific features that the Bidder must offer, but will be the State's option whether or not to include the offered item (or its separately priced Mandatory-Optional or Desirable sub-elements or features) in the awarded Contract, and furthermore, if it is included in the Contract it shall be the Customer's option whether or not to order the service or feature, except that some Mandatory-Optional orders may also require DGS/TD approval. All Bidders must provide separate prices as indicated in RFP Section 7 in the Bidder's Final Proposal for all Mandatory-Optional items. If no prices are submitted, they shall be offered at no cost. Each Mandatory-Optional requirement is identified with an "(M-O)" after the item heading.

Desirable (D)

Requirements that are designated as "Desirable" are specific services, or specific features that the Bidder may offer. Bidders are not required to offer these Desirable requirements in order to be compliant with the RFP. If a Desirable item is offered and found by the State to be compliant with the Desirable item's specification, it shall be the State's option whether or not to include the offered item in the awarded Contract, and furthermore, if it is included in the Contract it shall be the Customer's option whether or not to order the service or feature, except that some Desirable orders also require DGS/TD approval. Desirable items may be eligible for scored technical points per RFP Section 9.

Bidders may offer additional Desirable services or features as indicated under certain Section 6 subsections. All Bidders must provide separate prices as indicated in RFP Section 7 in the Bidder's Final Proposal for all Desirable items offered by the Bidder for which the Bidder will charge. If no prices are submitted for an offered Desirable item, it shall be provided at no cost. Each Desirable requirement is identified with a "(D)" after the item heading.

In addition to the terms described in the Glossary at the end of Appendix B, CALNET II Contract, the following terms have the meaning described below:

Agency – Tax supported entity authorized to purchase goods and services from the Contract.

Client – Agency that is purchasing goods and services from the Contract.

Convergence – Applies to the definition of network architecture that allows for voice, video, and data communications to run over a single (converged) network.

Converged Services - Voice, video, and data services that run over a converged network. Including advanced data and information services and applications such as IP-based voice, integrated messaging, web-based conference calling, voice enabled instant messaging, Enhanced Class features—features that enhance productivity and performance such as selective call waiting, group ring, and find-me, follow-me, etc.

Convergent Technologies – This term will be changed to Convergence (on pages 1-5, 4-4a, and 6-109), and to Converged Services (on page 6-143).

Consolidated telecommunications Services - Consolidated central office locations to better serve customer groups in common areas for cost savings.

End-User – Individual within an Agency that is utilizing the feature or service provided under the Contract.

Primary Backbone Network - Network infrastructure supporting the State's telecommunications services for voice, data, and video services.

Integrated Messaging - Access to e-mail, voice mail and faxes by a common interface by computer or by telephone. The end user can access these messages from a variety of devices - PCs, telephones, PDAs, etc.

Standards - Refers to the State defining business standards as well as to Industry defined and accepted standards for communications published by recognized organizations such as IEEE, IETF, ITU, ANSI, TIA/EIA, etc.

6.1 COMPLIANCE WITH SECTION 4 (M)

RFP Section 4 outlines the proposed environment anticipated as a result of this RFP. The Bidder hereby affirms that it will comply with the service environment and business relationship envisioned in Section 4.

In order to assure the State that the Bidder shall meet the State's vision, the Bidder shall describe how it plans to support the overall State requirements in Section 4 for CALNET II. This description can summarize the Bidder's technical and operational plans, as well as how it plans to provide the business relationship envisioned by the State.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.2 FCC AND CPUC REQUIREMENTS

6.2.1 Certification

6.2.1.1 Local Service Certification (M)

The Bidder shall provide, in response to this requirement, evidence of its certification from the California Public Utilities Commission (CPUC) authorizing the Bidder to provide the local voice telephone services required in this RFP where such local service is proposed to be provided by the Bidder, and by its subcontractors or business partners. The Bidder shall therefore describe its plans to provide such services under this Contract and in what geographical areas and by what entities, e.g., via a resale CLEC arrangement in Tehama County, a small LEC in Mariposa, under its own LEC certification for the Central Valley, etcetera. Evidence of CPUC certification shall be submitted for all of the Bidder's proposed entities for local services.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.2.1.2 Long Distance Service Certification (M)

The Bidder shall provide, in response to this requirement, evidence of certification from the California Public Utilities Commission (CPUC) and the Federal Communications Commission (FCC) authorizing the Bidder and/or its subcontractor(s) or business partner(s) to provide the long distance (interLATA, interstate, and international) voice telephone services required in this RFP where such long distance service is proposed to be provided by the Bidder, and/or by its subcontractors or business partners. The Bidder shall therefore describe its plans to provide such services under this Contract and by what entities, e.g., via an IXC in northern California and by itself and by an IXC in southern California, etcetera. Evidence of CPUC and FCC certification of approval to operate as a Common Carrier shall be submitted for all of the Bidder's proposed entities for long distance voice services.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.2.2 Compliance (M)

The Bidder is required to adhere to all applicable CPUC and FCC regulations incumbent upon local providers of telephone services and long distance voice services applicable under this Contract. The Bidder shall adhere to such regulations in effect at the time of award and ongoing throughout the duration of the awarded contract. This ongoing adherence shall include compliance with new and changed CPUC and FCC orders as they might occur during the Contract term. Where orders are mandated by the CPUC or the FCC to be carried out, the Contractor shall do so as mandated, and without additional costs to the State or to the ordering State and local agencies unless the additional costs are required by the CPUC or the FCC. Where specific orders or costs are not required but are only allowed by the CPUC and FCC, such orders shall not be carried out without the expressed written approval of DGS/TD, and likewise shall not incur additional costs to the State or to State or local agencies, without expressed written agreement of DGS/TD. The Contractor shall promptly notify the State's contract administrator of all

impending and actual CPUC and FCC mandated or allowed changes that may effect CALNET II contracted services or costs.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.2.3 Regulatory Taxes, Fees and Surcharges (M)

In addition to the FCC and CPUC compliance requirement of Section 6.2.2, above, the Bidder agrees to comply with FCC, CPUC and other jurisdictional taxes, fees, surcharges and surcredits (Fees) per Contract section 59, Service Taxes and Surcharges. The Contractor's notification to DGS/TD of additions or changes to Fees as required in Contract section 59 shall include the applicable regulatory authority, effective date, and documentation that clearly specifies that the requirement for recovery from end users is mandated and is not an option of the Contractor. At the time of bid of this RFP only the following FCC and CPUC Fees shall be allowed to be included in the Contractor's CALNET-II invoices:

Fee ID #	Regulatory Oversight	Name of Tax or Surcharge	Notes and Comments
1	CPUC	California Universal Lifeline Telephone Service Surcharge (ULTS)	See Public Utilities Code § 871
2	CPUC	California Relay Service and Communications Device Fund (CRS); also referred to as the Deaf and Disabled Telecommunications Program (DDTP)	See Public Utilities Code and SB 597
3	CPUC	California High Cost Fund A (CHCF-A)	See Public Utilities Code § 739.3
4	CPUC	California High Cost Fund B (CHCF-B)	See Public Utilities Code § 739.3
5	CPUC	California Teleconnect Fund (CTF)	See Public Utilities Code § 270-281
6	CPUC	California 911 Surcharge (911 Tax)	Exempt upon receipt of applicable certificate(s)
7	IRS	Federal Excise Tax (FET)	Exempt upon receipt of applicable certificate(s)

Fee ID #	Regulatory Oversight	Name of Tax or Surcharge	Notes and Comments
8	City & County	Sales and Use Tax	Equipment sales.
9	State & Local	State and Local Taxes	Exempt upon receipt of applicable certificate(s)

In response to this requirement, Bidders shall identify all regulatory taxes, fees, surcharges and surcredits that they plan to include on their invoices. In their response, Bidders shall identify each component or element of CALNET service contained in RFP Section 6 that the identified Fee shall be applied to. Fee identification associated with each service component subject to Fees shall include:

- Fee ID #
- Regulatory or jurisdictional entity requiring the Fee
- The name of the Fee
- The regulatory or jurisdictional citation in law, regulation or order
- The purpose of the Fee
- The Fee rate and effective date of the rate
- Notes and comments, including future effective dates of any approved changes

The Contractor shall update this list upon award and quarterly thereafter, or periodically as mutually agreed upon by DGS/TD and the Contractor.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.3 VOICE NETWORK SERVICES

The Contractor shall provide a broad range of voice network, line-side, data, and other telecommunications services, including, at a minimum those described in this section. All features and services are to be compliant with TIA/EIA and ITU-T specifications for each service type described herein.

6.3.1 Voice Network Design (M)

DGS/TD uses this Contract as a means to perform state service oversight, client advocacy, and fiscal management responsibilities.

In the course of that oversight the State is required to examine key elements of the voice network to maintain current and long-term goals. This analysis is conducted to determine the reliability of the network and takes into consideration issues such as redundancy, diversity, interoperability, and scalability. The Contractor shall provide voice network designs and diagrams for the following voice services under this Contract:

- Local Calling
- Local Long Distance
- Business Line Service
- Central Office Trunking Service

If multiple services utilize a common network, only one diagram is required for that network.

These drawings shall be provided in both electronic format and hard copy. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. Hard copy drawing shall be provided in Standard E size.

Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

- Geographic location of equipment
- Type and capacity of equipment at each location including any backup systems
- Circuit route
- Circuit size/bandwidth
- Circuit type
- Unique identifier for each element

Responses to the requirements described in this section should include a thorough presentation of how the voice network solves the following:

Ubiquity – the Contractor's (and affiliate's) ability to provide services throughout the state.

Interoperability – the ability to deliver services that interconnect and communicate based on open established standards.

Scalability – the ability to deliver services upon demand in all locations.

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Redundancy – having one or more circuits/systems available in case of failure of the main circuits/systems.

Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

Backward Compatibility – the ability to support existing CALNET Customers' premise based equipment (including proprietary sets) and existing telephone numbers.

Reliability and Availability – the ability to provide voice network services to all required locations with minimal downtime and blockage.

Manageability/Serviceability – the ability to technically manage the network (including real-time reporting) and to identify and correct network troubles.

Testability – the ability to monitor, test, and audit the performance of the network.

Security – the ability to ensure a physically and logically secure network and its network management platforms, from both inadvertent and malicious attacks from inside and outside the Bidder's organization.

Key voice services will be evaluated on the Bidder's diagrammatic representation in the Voice Network Design and will be weighted as described in RFP Section 9.5.3. Key items that cannot be diagrammatically represented have been assigned separate points.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.3.2 Intra-LATA Calling (M-O)

Required Local intra-LATA usage services are: Local (up to 12 miles), Zone 3 (12-16 miles) and Local Toll (calls going outside the 16 mile local area, but within a single LATA) throughout California. Local service area may include one or more exchange service areas and exchange segments within the same LATA. There will be no cost for

calls between CALNET users within consolidated service areas as described in Section 6.4.10.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Table 6.3.2 Intra-LATA Calling Usage Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Documentation/Location
Local Zone 1 & 2 Calling	Up to 12 miles		
Bidder's Description:			
Zone 3 Calling	12 – 16 miles		
Bidder's Description:			
Local Toll Calling	over 16 miles		
Bidder's Description:			

6.3.3 Long Distance Calling (M-O)

The Long Distance services shall consist of Inter-LATA Intra-State, Inter-State, and International calling. The service shall be engineered and provisioned to process all minutes of usage ordered by the State and shall provide the features described below:

- **10-Digit/14-Digit Exclusion** - Customers can use 10-digit or 14-digit exclusion to prevent abuse by blocking all calls to unauthorized numbers.
- **Universal Range Privileges -** Universal Range Privileges help control long distance costs and deter employee call misuse by restricting calling to specific geographic areas.
- **Accounting Codes -** An Accounting Code, which is dialed after the phone number, is an optional feature that helps track calls by department, individual, or project. Accounting Codes allow calls to be sorted and grouped on the Call Detail Report, thereby simplifying call tracking and charge-backs. Accounting codes are

designed for cost allocation only and are non-verified. Accounting Codes may be used in conjunction with ID codes. (See below for ID codes).

- **Calling Station Identification -** Calling Station Identification (CSI) allows customers with a PBX system to capture and place the originating extension of each outbound call on the invoice.
- **Customized Message Announcements -** Customized Message Announcements (CMA) enable a customer to create a customized message to store in the network. It can be based upon an intercept condition such as an invalid ID Code or customized by dialed number. An example is "The number you have dialed has been changed. The new number is 7702800210."
- **Customized Range Privileges -** Customized Range Privileges enables the customer to define calling authority to geographical areas. Different Customized Range Privileges can be established to support specific calling requirements of each location, department, or individual.
- **ID Codes -** ID Codes give the customer the power to define calling areas at the level of the individual user. ID Codes are digits entered after the phone number has been dialed. They offer the same management reporting benefits as Accounting Codes. ID Codes are assigned to individuals at a specific location on the network and can only be used at that location.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.3.4 Long Distance Access (M-O)

Long Distance service shall be provided thru a pre-subscribed service. Customers may access this service via switched access or dedicated access lines (DAL). The Contractor shall work closely with the agencies to determine which method is best for their specific situation. Considerations shall include cost benefits, traffic engineering, and analysis of each agency's long distance requirements. The service shall include a private network dial plan that includes both dedicated and switched access calling to dedicated access customers.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.3.4.1 Termination Types (M-O)

The Contractor shall offer direct dedicated access arrangements for agency equipment. Equipment may require analog termination, direct T-1 digital termination, or Primary Rate Interface (PRI) termination. The Contractor shall offer all of these and be prepared to offer others as the technology changes and new standards are introduced.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.3.5 Intentionally Left Blank

6.3.6 Intentionally Left Blank

6.3.7 Toll Free Services (M-O)

The Contractor shall provide Toll Free service that provides statewide Toll Free incoming ('800' '877' and other FCC approved toll free NPAs) calling services. Termination types shall include switched (business line), switched WATS (WAL), dedicated (DAL), including analog and T-1 termination and any others that the Bidder's organization provides. The terminating Toll Free services shall provide routing based on originating location (telephone number), day, and time of day.

The Contractor's Toll Free services shall include the following separately orderable features:

Basic Features:

- **Point of Call Routing -** Based on the calling party's ANI, this feature allows for calls made to a single '800' number to be routed to different terminating locations.
- **Day of Week Routing -** Allows customers to route calls to different locations based on the day of the week.
- **Holiday Routing -** Allows the customer to designate different routing for specific holidays and key events.
- **Time of Day (TOD) Routing -** Based on the time of day, this feature allows the customer to route calls made to a single '800' number to different answering locations.
- **Alternate Routing -** Allows the customer to pre-define alternate routing arrangements and activating via security code.

Direct Access Termination Features:

- **Network Call Redirect (NCR) -** Sends calls to an alternate terminating trunk group when the first choice is busy. (The alternate route must terminate on the customer's own T-1 access facility.)
- **Dialed Number Identification Service (DNIS) -** Provides the 10 digit number dialed by the caller.
- **Real-Time Automatic Number Identification (ANI) -** Provides the caller's full 10-digit originating telephone number. (This feature requires dedicated access, and compatible CPE and computer applications.)

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Table 6.3.7a Toll Free Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Basic Coverage – California (M-O)	Allows a customer to receive toll free calls from anywhere in the State of California.		
Bidder's Description:			
Extended Call Coverage (M-O)	Allows a customer to receive toll free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico.		
Bidder's Description:			

Table 6.3.7.b Toll Free Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Extended Call Coverage (D)	Allows a customer to receive international 'Toll Free' calls from North America.		
Bidder's Description:			
Tailored Call Coverage (D)	Allows a customer to block incoming calls from specific origination areas. The blocked areas are defined by one of the following: • Country • State • NPA • NPA/NXX		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.8 Toll Free Enhanced Call Routing (M-O)

The Contractor shall provide a voice network product that routes calls to customer locations based on network-provided data such as Dialed Number Identification Service (DNIS), Automatic Number Identification (ANI), or caller-input Dual Tone Multi-Frequency (DTMF) telephone keypad entries.

Advanced Toll Free features shall be used to selectively route calls to the platform or to the final customer destination and shall include the following features which shall be individually configurable per Customer application:

- **Advanced Database Routing -** Provides the customer with the ability to make real-time updates to their own internal database records.
- **Percentage Distribution Routing -** Routing based on a percentage of traffic to predefined locations.
- **Near Real-time Database Updates -** Updates to database information are completed and loaded in the Near Real-time
- **Dialout -** Allows for dialout routing of calls.
- **ANI Pass-through -** Allows for the pass through of ANI information to the user.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Table 6.3.8a Toll Free Enhanced Call Routing (ECR) (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
ECR Application (M-O)	Basic ECR application.		
Bidder's Description:			
Standard Database Routing (M-O)	Enables calls to be automatically routed to the appropriate destination based on a customer-designed database of the caller's phone number (ANI).		
Bidder's Description:			
Busy/No Answer Rerouting (BNAR) (M-O)	BNAR automatically reroutes the call to a pre-specified alternate location or recording.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Caller Takeback (M-O)	Allows a caller to return to the ECR Menu to make additional call routing selections, or can access "hidden" menus not available during the initial selection process.		
Bidder's Description:			
Called Party Giveback (M-O)	Allows the called party to send a transferred call back to the originally called location.		
Bidder's Description:			
Takeback & Transfer (TNT) (M-O)	Allows the called party to transfer a call to another location or to give control of the call back to the caller to make additional call routing selections.		
Bidder's Description:			
Announced Connect (M-O)	Provides a customized message to the called party before the caller is connected, alerting the called party with certain information about the caller (i.e. account number, ANI).		
Bidder's Description:			
Remote Audio Update (M-O)	Allows an agency to make timely (within 15 minutes) updates to their audio messages heard by callers.		
Bidder's Description:			
Survey (M-O)	Feature that allows callers to respond to a set of customer designed survey questions via touch-tone (DTMF) input.		
Bidder's Description:			

Table 6.3.8b Toll Free Enhanced Call Routing (ECR) (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Menu Routing (D)	Routing based on responses to a preset menu. Menu Routing also gives callers the option to respond to a series of questions (Survey) before the call is terminated.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Message Announcement (D)	The caller hears a pre-recorded promotional or informational message prior to, during, or after the call is routed to the caller-selected destination.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.9 International Toll Free Service (M-O)

Contractor shall provide an international toll free service that allows for a Toll Free call origination in another country to complete to a U.S. destination. It shall also allow outbound Toll Free terminating services to overseas locations as part of international/overseas service.

The Contractor's International Toll Free service shall include the following features:

Routing Features

- **Day of Week Routing -** Allows customers to route calls to different locations based on the day of the week.
- **Holiday Routing** - Allows the customer to designate different routing for specific holidays and key events.
- **Time of Day (TOD) Routing -** Based on the time of day, this feature allows the customer to route calls made to a single 'Toll Free' number to different answering locations.
- **Percentage Allocation Routing (on a country level) -** Allows the customer to route calls from each country to up to 99 answering locations based on customer designed allocations
- **Alternate Routing -** Allows the customer to pre-define alternate routing arrangements, known as Alternate Plans.

Terminating Features - Requires DAL Termination

- **Dialed Number Identification Service (DNIS) -** Provides the 7-digit number dialed by the caller.
- **Real-Time Automatic Number Identification (ANI) -** Provides the caller's full 10-digit originating telephone number.

- **Real-Time ANI with DNIS -** Provides the caller's full 10-digit originating number and the 7-digit number dialed.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.3.10 900 Services (M-O)

The Contractor shall provide 900-type service for agency use. This service shall provide passive or interactive information to callers on a "pay as you go" basis. The service shall be comprised of two components: Customers may sign up for "Transmission Only", which comprises carrying the 900 traffic to end point customer's T1 termination point and "Billing and Collection"(B&C), which comprises transmission, billing, and collection for the 900 service.

The Contractor's 900-type service shall include the following features:

Origination Features

- **Tailored Call Coverage (TCC) -** Block incoming calls from pre-selected originating areas
- **Point of Call (POC) Routing -** Route calls made to a single 900 number to different terminating locations based on NPA and NXX.

Routing Features

- **Time of Day Routing -** Route calls made to a single 900 number to different locations depending on the time of day.
- **Day of Week Routing -** Route calls to different locations depending on the weekday.
- **Holiday Routing -** The hourly routing feature shall allow the customer to specify a different terminating point for each holiday or special event
- **Percent Allocation Routing -** Every 900 number can route calls for each originating routing group to a maximum of 100 answering locations based on a percentage distribution designated by the customer.

- **Alternate Routing -** Define and store up to 99 alternate routing plans. (All terminations used in the backup plan must belong to the Sponsor of record.)
- **Cross Location Routing -** Provide for all inbound 900 calls to be answered at any dedicated access terminating location.

Terminating Features

- **Network Call Redirect -** Sends calls to an alternate terminating trunk group when the first choice is busy.
- **Dialed Number Identification Service (DNIS) -** Provides the 7-digit number dialed by the caller.
- **Real-Time Automatic Number Identification (ANI) -** Provides the caller's full 10-digit originating telephone number.
- **Real-Time ANI with DNIS -** Provides the caller's full 10-digit originating number and the 7-digit number dialed.

Special Features for Custom Applications

- **Variable Length Preamble -** A legally mandated introductory message that describes the 900 service and the cost of the call; shall be provided by the Contractor with a minimum message length of 18 seconds.
- **Call Detail Reporting -** Optional monthly reports detailing all calls made to the customer's 900 service shall be available on CD, web access, or paper and shall include:
  - Caller's telephone number
  - Date/Time of call Duration of the call
  - Cost of the call

SPECIALIZED CUSTOMER SERVICES

- **Automated State Lottery Results Service -** No fees or surcharges shall be assessed against the commission rate and no administrative fee or commission will be paid on any uncollected revenue associated with the California State Lottery Commission's business.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Table 6.3.10b 900 Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.11 Operator Services (M-O)

Operator services shall provide general assistance to callers and offer the caller alternatives for billing local, long distance and international calls. Contractor's Operator Services shall include the following services:

- **Fraudulent Call Prevention -** Verify allowable calls. Bidders are to describe how they will provide this service.
- **Easy Access to Operators -** Operators shall be available to assist end-users twenty-four hours a day, seven-days-a-week.
- **Operator-Assisted Call Types -** Operator assistance shall be provided for domestic and international station-to-station, person to person and directory assistance calls.
- **Dialing Instructions -** Operators shall provide dialing instructions to access another carrier or to place local or long distance operator-assistance calls.
- **Emergency Call Handling –** Operators shall Connect End-Users to emergency services.
- **Rate Quotes -** Operators shall provide rate quotes for all operator assisted call types.
- **General Assistance -** Operators shall assist End-Users with general information.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The Operator Service provided by the Contractor shall include the following features and services:

Table 6.3.11a Operator Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Operator assisted station-to-station calls	Calls that are not directly dialed, using an operator, between stations.		
Bidder's Description:			
Collect Calls	Calls that are not directly dialed and are placed as collect to the called party, using an operator.		
Bidder's Description:			
Third Party Billed	Calls that are not directly dialed and are requesting third party be billed, using an operator.		
Bidder's Description:			

Table 6.3.11.b Operator Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Foreign Language Operators (D)	Operator assistance shall be provided in the numerous foreign languages. Bidders are to list languages provided.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.12 Calling Card Services (M-O)

Standard Calling Card services shall allow customer agency staff to dial a Toll Free number from most foreign countries. Bidders are to describe how the calling cards will be authorized in foreign countries. Calling cards shall be available as a billed monthly service and as a prepaid card service. Monthly-billed services shall be billed on the

customer's regular monthly telephone bill and shall include the card number and the authorized user of record.

The Prepaid Calling Card service is paid for in advance and the value is printed on the card. The balance is reduced each time the user makes a call. Once the value of the card has been depleted, the card can either be discarded or recharged to add additional calling time.

All cards shall include a magnetic strip and the cards will be printed with the Customer's logo on the face.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The Contractor's Calling Card and Prepaid Calling Card products shall include the following feature options:

Table 6.3.12.a Calling Card Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Standard Calling Card (M-O)	Available on a "billed monthly" basis		
Bidder's Description:			
Prepaid Calling Card (M-O)	Calling card that is paid for in advance and is rechargeable.		
Bidder's Description:			

The contractor shall list all additional features and options offered for this service in the following table.

Table 6.3.12.b Calling Card Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Feature Packages (D)	Allows cardholders the flexibility to choose features based at the Corp ID, account or cardholder level by assigning a "generic" feature package or by creating a "custom" package. The packages define the features cardholders have access to and the order they are listed in the voice instructions and on the card..Bidders are to list the packages available and the features included in each package	N/A	
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.13 Audio Conferencing (M-O)

The Contractor shall provide Audio Conferencing. Access to Basic Audio Conferencing on local consolidated services shall be provided as a standard feature. Basic Audio Conferencing shall consist of three-way conferencing, six-port conferencing, meet-me conference bridge, and preset conferencing of pre-designated conferees. Bidder shall describe these services and how they can be accessed by both consolidated service CALNET users and non-consolidated service CALNET users.

Audio conferencing features shall consist of the following features:

- **Listen Only (Broadcast) -** To ensure the conference call is conducted efficiently when there are many participants, some participants may be placed in a listen only mode while others are speaking. Participants may be returned to a speaking mode.
- **Standing Reservation -** A standing reservation may be made for any regularly scheduled conference call through a provided toll free number.
- **Question & Answer -** Customers conduct an orderly question and answer session without interruptions while the participants remain in Listen Only mode.
- **Tone In -** A tone will be heard for each participant entered into the conference.
- **Participant Screening -** A conference coordinator will pre-screen participants as they enter the conference call, compiling the data requested.

- **Customer Reference Codes -** Can be used to identify the calls listed on the customer's conferencing invoice by name, number or a combination of both.
- **Music While On Hold -** Participants may have music while on hold.
- **Conference Monitoring -** To facilitate prompt resolution of quality issues or to answer questions, the conference coordinator periodically monitors the call.
- **Roll call -** Establishes who is present on the call.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Audio conferencing shall include the following features:

Table 6.3.13.a Audio Conferencing Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Toll Free Meet Me (M-O)	A one-time toll-free number can be requested for an audio conference, or a specific toll-free number for regularly scheduled audio conferences can be maintained.		
Bidder's Description:			
Toll Meet Me (M-O)	A standard long distance number is assigned at the time the reservation is made.		
Bidder's Description:			

For those users with specific needs not met by standard conferencing, the Contractor may offer the following conferencing options.

Table 6.3.13.b Audio Conferencing Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Operator dialed (D)	A specialist calls each participant prior to the start of the teleconference.		
Bidder's Description:			
Dial-in (D)	Also known as "Meet-Me" service, participants (up to 90) dial a pre-established number to join the conference call.		
Bidder's Description:			
Mixed mode (D)	This feature combines operator dialed and dial-in options to meet individual needs.		
Bidder's Description:			
Conference Recording (D)	Conference calls may be tape recorded on cassette and sent to customers for later review.		
Bidder's Description:			
Transcription (D)	Provides a written document of the recorded teleconference.		
Bidder's Description:			
Translation service (D)	Provides an on-line translator		
Bidder's Description:			
Security ID (D)	Participants use a security code to prevent unauthorized participation in teleconference.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.14 Advanced Call Routing (M-O)

The Contractor shall provide Advanced Call Routing (ACR) functionality that provides call-by-call routing of Toll Free calls to multiple, geographically dispersed ACD groups to create a virtual call center network for load balancing and maximizing use of available agents. The service shall route calls and consolidate management information at the network level, to create enterprise-wide call distribution capabilities. The service shall provide:

- **Pre and Post Call Routing** - Routing intelligence that is applied before the call is sent to the destination is referred to as pre-routing. Intelligent transferring between agent groups or into or out of their Voice Response Units (VRU's) is referred to as post call routing.

- **Skills Based Routing** - Ability to route calls to a particular ACD group or agent based on available agents with predefined skill sets required to handle incoming calls.

- **Additional Routing Based On:**

    - Dialed number
    - Automatic Number Identification (ANI)
    - Location of the caller
    - Caller entered digits
    - Time of day, day of week
    - Least cost

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Advanced Call Routing features shall include the following:

Table 6.3.14.a Advanced Call Routing (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Gateway (M-O)	Gateway offers large and geographically dispersed call centers a way to control their routing within the network.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Call Manager Centers (M-O)	Service to set-up call centers for ACR applications.		
Bidder's Description:			
Call Manager Software (M-O)	Software that allows the customer equipment to work with ACR applications.		
Bidder's Description:			

Table 6.3.14.b Advanced Call Routing (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.15 EDD Advanced Call Routing (M-O)

The Employment Development Department Advanced Call Routing (EDD ACR) shall be developed within the scope of the Contractor's ACR product as an Enhanced Network Call Center design option and shall be available to any governmental agency that requires Virtual Network Call Center based call distribution, which include, but is not limited to, the following components/products.

- Enhanced Toll Free service
- ACD service
- ACR applications development and support
- IVR (Interactive Voice Response) applications development
- CTI (Computer Telephony Integration) applications development and support
- LAN/WAN Maintenance
- Operational Support Systems:
  - Customized Provisioning System
  - Customized Billing and Account Management

- Consolidated MIS reporting with integrated near real time and historical call center and network management reporting for a true enterprise view and optimization.

The Contractor's EDD ACR product shall also include the following features:

- **Gateway -** Gateway offers large and geographically dispersed call centers a way to control their routing within the network.
- **Call Manager with ACD feeds -** Call Manager routes calls based on information from the customer's ACD.
- **Call Manager without ACD Feeds -** The customer determines the number of agents at a center based on capacity tables that are populated by the customer based on staffing for a particular day and hour.
- **Call Router -** Contains the call routing logic of the system.
- **Database Server -** The process that manages the ACR central database (also referred to as "the Logger").
- **Network Interface Controller -** Interface from the ACR to the network.
- **Advanced Contact Management Software (ACM)** - ACM software delivers an integrated suite of capabilities that enables a company to interact with its customers via phone, Web, and e-mail across an enterprise of ACD, PBX, IVR, database, and desktop applications.
- **Maintenance -** Provides hardware and software maintenance for ACR platform (i.e., upgrades, etc).
- **Managed Services -** Provides annual 24 x 7 managed care support including remote monitoring, reporting, consulting, single point of contact, application support, and scripting.
- **Reporting -** Utilization, trunking, blocking, call detail, and trouble management reports will be available to ACR customer via paper or electronic media.
- **Call Manager Software -** Software that allows call center hardware to interact with ACR applications.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Table 6.3.15.a EDD Advanced Call Routing (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Peripheral Gateway (M-O)	Located at each Call Center, the interface between ACD and the ACR. Obtains real time agent information from the call center.		
Bidder's Description:			
Administrative Workstation (M-O)	Provides user interface to the EDD ACR utilizing a PC workstation.		
Bidder's Description:			

6.3.15.b EDD Advanced Call Routing (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
EDD ACR Consulting (on-site support) (D)		N/A	
Bidder's Description:			
EDD ACR Consulting (remote phone support) (D)		N/A	
Bidder's Description:			
		N/A	
Bidder's Description:			

6.4 VOICE LINE-SIDE SERVICES (M-O)

The Contractor shall provide Line-Side telephone services, also referred to as CLASS 5 services, on a statewide basis. The Contractor shall provide user agencies with enhanced intelligent network service capability between statewide business locations, which establish cost effective service provisioning. The Contractor must deliver a service that minimizes the cost for calling between Contract users within the same community. The services shall include Basic Business Lines (Analog and ISDN), Basic and Enhanced Central Office Exchange Services (or Equivalent), Central Office Trunk Service, and Voice Processing services as standard offerings.

DGS/TD is seeking solutions that provide the least cost to the State while providing government users with the greatest feature flexibility. The Contractor should provide a flexible pricing option for services to allow users the choice of low cost basic services or more sophisticated feature rich services.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.4.1 Minimum Requirements

The Contractor shall be responsible for simple, standard service delivery (installation) of the central office exchange services (or equivalent) and business service to the customers workstation (station jack or equivalent demarcation point), unless the Contractor identifies, to the customer, and the customer agrees with a restriction or limitation that prevents the Contractor from completion of this contractual responsibility.

The Contractor's responsibility shall include test and validation of delivery for all basic and optional service features associated with the customer's specific workstation work order, as previously identified.

Business and Line Side Service Transmission Quality:

Line Transmission levels (reference 1000 hertz @ 0DB) shall not exceed –8DB loss as measured from the central office to the customer Minimum Point of Entry (MPOE). Noise measurements on a Business or central office exchange services (or equivalent) shall not exceed –32DBRN between the central office and the customer Minimum Point of Entry (MPOE).

Call Completion Rate: Ratio of calls attempted to calls completed: >97%

Network Availability: General business communications requirement: Guaranteed P.03 Grade of Service. Public Safety, 9-1-1, or equivalent essential service communications requirement: Guaranteed P.01 Grade of Service

Dial Tone Availability: Minimum dial tone availability will be 99.999%

Compliance with Standards:

Contractor shall meet the voice compression standard ITU G.711 for existing Line Side Services. Alternatives to this standard may be proposed by the Contractor under Section 6.8.1 of this RFP (Voice over Internet Protocol) for consideration by the State.

Contractor shall provide documentation that supports adherence to the requirement above in the response to this RFP and upon request from DGS for the duration of the contract.

All business lines must comply with North American and or International standards for analog, digital, broadband or IP subscriber line installation, testing and performance throughout the duration of the contract. The Contractor shall identify the voice compression techniques and standards utilized for the proposed network voice solution.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.4.2 Measured Business Line Service (M-O)

The Contractor shall provide Measured Business Lines to users throughout California. The Business Line services may be offered as part of the agencies services within the geographically designated locations throughout the State or, as a single agency service application as required to meet the agency's business needs.

Measured Business Lines shall include a Calling ID Blocking feature that prevents the CALNET user's number and name from being provided to the called party on non-toll free outgoing calls.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The Contractor shall offer the Measured Business Line features detailed in Table 6.4.2

Table 6.4.2a – Measured Business Lines and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Basic Measured Business Line (M-O)	Measured business line with basic FCC and CPUC mandated line services, including direct dialing (in and out), telephone network access to and from other called or calling parties respectively, and dialed access to 911 Emergency Services with associated registered database line information.		
Bidder's Description:			
Emergency 911-Compatible (M-O)	Dialed access to 911 Emergency Service		
Bidder's Description:			
Call Waiting (M-O)	Alerts the user in an off-hook condition with a special tone when there is an incoming call.		
Bidder's Description:			
Call Forwarding (M-O)	Directs all incoming calls to any other phone number.		
Bidder's Description:			
Busy Call Forwarding (M-O)	Forwards calls to a permanent number designated by the user when the line is busy.		
Bidder's Description:			
Busy Call Forwarding Extended (M-O)	Forwards calls to a permanent number designated by the user, outside of the local exchange when the line is busy.		
Bidder's Description:			
Delayed Call Forwarding (M-O)	Forwards calls to a number designated by the user after a selected number of rings.		
Bidder's Description:			
Selective Call Forwarding (M-O)	Forwards up to 10 pre-programmed numbers to another telephone number designated by the user.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Remote Access to Call Forwarding (M-O)	Allows the user to control and change Call Forwarding from any touch-tone phone.		
Bidder's Description:			
Caller ID (M-O)	On incoming calls, provides the number and name of the calling party for display on Caller ID compatible CPE.		
Bidder's Description:			
Call Return (M-O)	Calls back the last number that called.		
Bidder's Description:			
Call Screen (M-O)	Allows the user to reject calls from up to ten preprogrammed numbers, including the last number called if the user so designates.		
Bidder's Description:			
Call Trace (per trace) (M-O)	Subscriber initiates a trace on the last call received by dialing a code which automatically requests that the local telephone company record the calling number, date and time of the last call received. For law enforcement use only.		
Bidder's Description:			
Priority Ringing (M-O)	Allows the user to program the phone to recognize calls from up to 10 specific numbers. A special ring is heard when one of those numbers calls.		
Bidder's Description:			
Repeat Dialing (M-O)	Calls back the last number called, whether to re-contact a person or because of a busy signal.		
Bidder's Description:			
Three Way Calling (M-O)	Connects three people on three different lines at the same time.		
Bidder's Description:			
Speed Calling (M-O)	Allows the user to dial up to 8 local or long distance numbers by pressing one or two buttons.		
Bidder's Description:			
Message Waiting Indicator (M-O)	A stutter dial tone or light indicator lets the user know there is a message in their voice mailbox.		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			

Table 6.4.2.b – Business Lines and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidders are to list all the feature packages available for business line services:			
		N/A	
Bidder's Description:			
		N/A	
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.4.3 Central Office Exchange Basic Services (or equivalent)

The Contractor shall provide central office exchange based single line services and features available as described in this section (or the functional equivalent). The minimum features to be provided by the Contractor will include call hold, call transfer, least cost routing, intercom, and call forwarding. Additionally, the Contractor provided services shall include the following features:

- **Installation of service at the end user location -** Access Facility - each station. Extended building wire from MPOE to station.
- **Consultation Hold -** Allows the transferring party to talk privately with the destination before transferring the call or establishing a three-way conference.
- **Three-way Calling -** Allows three parties to be conferenced together on the same call.
- **Direct Inward and Outward Dialing -** Allows the end user to control the routing of incoming or outgoing calls directly to an individual.
- **Caller ID- Selective Caller ID Blocking -** Selective Blocking prevents the subscriber's number from being displayed.
- **Caller ID - Complete Blocking -** Complete Blocking with Selective Unblocking. Automatically blocks number delivery on all outgoing calls.

- **Caller ID Complete Blocking External Calls Only -** Blocks caller ID on outgoing external calls only, allowing intra-system calling name & number to be displayed.

Consolidated Locations - Central Office Exchange Basic Services (or equivalent) services shall be provided at Consolidated Locations as described in Section 6.4.10. The current Consolidated Locations are listed in Exhibit 3-B. Pricing for these services shall be provided in Cost Table 6.4.3.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Table 6.4.3.a - Central Office Exchange Basic Services and Features (or Equivalent) (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Analog Primary Station Line (M-O)	Primary Analog Station Line Each basic line includes the trunking and access facility		
Bidder's Description:			
Trunking (M-O)	Each primary or interior station		
Bidder's Description:			
Line Restriction (M-O)	Limits phone access on selected lines so that only authorized numbers and regions can be called.		
Bidder's Description:			
Primary Station Line Message Waiting Lamp (M-O)	Primary Station Line Message Waiting Lamp Indication (MWLI). Visual indication of a message is held at a message center or at another station		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Automatic Callback system (M-O)	Automatically notifies the user when a previously busy station becomes idle and then optionally enables the user to redial that station.		
Bidder's Description:			
Automatic Callback line (M-O)	Individual line feature associated with the Automatic Callback System Application above		
Bidder's Description:			
Blind Transfer Recall (M-O)	Enables a transferred call to automatically be recalled to the transferring station if not answered in a predefined number of seconds.		
Bidder's Description:			
Call Forwarding /Busy Line (M-O)	Automatically re-routes calls to another station or voice mail box when the line is busy.		
Bidder's Description:			
Call Forwarding / Don't Answer (M-O)	Automatically reroutes calls to another station or voice mail box if End-User hasn't answered within a preset number of rings.		
Bidder's Description:			
Call Forward Busy/Don't Answer Customer Programmable (M-O)	Allows users to program Call Forward busy line and/or don't answer from their own station.		
Bidder's Description:			
Call Forward Internal / External Splits Busy Line (M-O)	Allows users to direct incoming internal calls to a different number than incoming external calls.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Call Forward Internal / External Splits Don't Answer (M-O)	Allows users to direct incoming internal calls to a different number than incoming external calls.		
Bidder's Description:			
Call Forwarding/ Variable Limited (M-O)	Allows users to forward calls to other phone lines inside the same system.		
Bidder's Description:			
Call Forwarding/ Variable Unlimited (M-O)	Allows users to forward calls to other phone lines inside or outside the same system.		
Bidder's Description:			
Call Forward over Private Facilities (System Feature) (M-O)	Allows users to forward calls to other phone lines outside the same system utilizing private facilities		
Bidder's Description:			
Call Park (M-O)	Allows the End-User to park a call on another station number and retrieve it from any station.		
Bidder's Description:			
Call Pickup Group (M-O)	Allows the End-User to answer any ringing phone in their designated group, from their station.		
Bidder's Description:			
Call Pickup Line (M-O)	Individual Call Pickup line for the Call Pickup Group feature above.		
Bidder's Description:			
Call Return (M-O)	Allows End-User to return last incoming call without knowing the calling party's number.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Call Screen (M-O)	Allows the End-User to route up to 10 customer designated numbers directly to a prerecorded announcement.		
Bidder's Description:			
Call Trace (M-O)	Allows the End-User to alert the authorities with useful information when receiving threatening or harassing calls.		
Bidder's Description:			
Call Waiting (M-O)	Notifies the End-User of an incoming call when on another call.		
Bidder's Description:			
Caller ID (M-O)	Displays the incoming callers' phone number on Caller ID compatible equipment.		
Bidder's Description:			
System Direct Connect (M-O)	Automatically establishes connection to a predetermined number when the user goes off hook.		
Bidder's Description:			
Warm Line (M-O)	Establishes connection to a predetermined number after a predetermined amount of time that the user goes off hook		
Bidder's Description:			
Feature Management System (FMS) (M-O)	Allows the Client to manage the certain features from a computer terminal. Orders for certain software features and additional lines can be entered via a computer terminal. Refer to Section 6.17.5.		
Bidder's Description:			
Directed Call Park (M-O)	Allows the End-User to hold a call on one line and pick up that call from another line.		
Bidder's Description:			
Directed Call Pickup (M-O)	Allows the End-User to answer a specific ringing phone, in their designated group, from another station.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Directed Call Pickup with Barge In (M-O)	When the system is equipped with the Barge In option, stations that attempt to pick up a call, which has already been answered, will join the existing connection. Other parties on the call are alerted by burst of tone.		
Bidder's Description:			
Directed Call Pickup without Barge In (M-O)	Requires the Directed Call Pickup Group Feature above		
Bidder's Description:			
Direct Out (M-O)	Provides a dialing plan to allow calls from within the system to be placed to numbers outside the system without dialing an access code.		
Bidder's Description:			
Group Intercom (M-O)	Enables End-User to call another member of a pre-designated group supported by the same switch using abbreviated dialing		
Bidder's Description:			
Last Number Redial (M-O)	Enables the End-User to automatically redial the last called number.		
Bidder's Description:			
Make Set Busy (M-O)	Permits End-User to make a station line busy to incoming calls.		
Bidder's Description:			
Make Busy Except Group Intercom (M-O)	Enables End-User to place and receive calls to and from other members of a pre-designated group while Make Set Busy is activated.		
Bidder's Description:			
Meet Me Conference / 30 Port (M-O)	Allows the End-User to conference with up to 30 conferees on a call. Conferees call a designated number.		
Bidder's Description:			
Message Waiting Indicator (M-O)	Alerts the End-User with a stutter dial tone (or light) when someone has left a message in the End-User's voicemail box.		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			
Music On Hold line (M-O)	Provides music or an announcement on the line as the caller is on hold.		
Bidder's Description:			
Preset Conference (M-O)	Allows End-Users to conference with up to 25 conferees on a call. Conferees call a designated number.		
Bidder's Description:			
Priority Ringing (M-O)	Provides special ringing when a select caller is calling (allows up to ten numbers).		
Bidder's Description:			
Remote Access to Call Forwarding (M-O)	Users can have their calls follow them anywhere--anytime from any telephone inside or outside the system.		
Bidder's Description:			
Repeat Dialing (M-O)	Completes a busy called number as soon as the designated number becomes free.		
Bidder's Description:			
Select Call Forwarding (M-O)	Allows the user to select up to ten incoming numbers to be forwarded to another number.		
Bidder's Description:			
Speed Calling - Network (M-O)	Allows a user to pre-program frequently called numbers.		
Bidder's Description:			
Speed Calling Groups (M-O)	Allows various groupings of frequently called numbers (up to 70) to be pre-programmed.		
Bidder's Description:			
Station Call Request with Stutter Dial Tone (M-O)	Allows the End-User to dial a code to activate an audible or visual signal on another station equipped with message waiting.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Tie Line Termination (M-O)	Tie Lines provide communication between systems exchange or PBX via a voice grade circuit.		
Bidder's Description:			
Uniform Call Distribution - (UCD) each group (M-O)	Distributes incoming calls to individual End-Users (agents) within a group who have been idle longest. Holds incoming calls while all agent lines are busy and then distributes them evenly to available agents on "first-in, first-out" basis.		
Bidder's Description:			
Uniform Call Distribution (UCD)-each line (M-O)	Each line equipped with UCD feature.		
Bidder's Description:			
UCD Forwarded Call Information (FCI) (M-O)	Used to provide information on calls that have forwarded to a voice mail or message desk computer. Allows personalized voice mail greetings & triggers message waiting indication.		
Bidder's Description:			
UCD Calls Waiting Indication (M-O)	Provides visual indication of delay experienced by a call, which has been waiting in queue the longest.		
Bidder's Description:			

Table 6.4.3b - Central Office Exchange (or Equivalent) Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidders are to list all the feature packages available for Central Office Exchange Services (or equivalent):			
		N/A	
Bidder's Description:			
		N/A	

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			
Executive Busy Override (D)	Permits a station user to interrupt on a station that has a call in progress. Parties engaged in conversation hear a warning tone before a new caller joins their conversation.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.4.4 Central Office Exchange Enhanced Services

The Contractor shall provide central office type services with functionality that is in addition to the functionality provided by Central Office Exchange Basic Services (or equivalent). These additional services shall support specific functions on electronic or digital telephone sets listed in Table 6.10.2, and shall include the following as standard enhanced services:

- On-Hook Dialing – User can dial out while receiver is on-hook.
- Prime Line Select - Telephone number on Key 1 is automatically selected when the user goes off-hook.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

In addition to providing a description of the feature in each features' "Bidder's Description," the Bidder shall also list those phone sets from Table 6.10.2 that are compatible with the enhanced feature.

Table 6.4.4a – Central Office Exchange Enhanced Services and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Primary Virtual Directory Numbers (M-O)	Primary (first) appearance of a number that can receive and place calls, although no cable pair or central office equipment are assigned.		
Bidder's Description:			
Secondary Virtual Directory Numbers (M-O)	An additional appearance of a primary or virtual directory number.		
Bidder's Description:			
Automatic Answer Back (M-O)	Incoming calls are automatically answered after four seconds.		
Bidder's Description:			
Automatic Dial (M-O)	Allows user to program and call frequently called numbers by depressing a single key.		
Bidder's Description:			
Call Forward - per key (M-O)	Enables each directory number (DN), on a set, to be forwarded to a different directory number. Feature may be activated from a key or by using an access code.		
Bidder's Description:			
Call Forward Reason Display per system (M-O)	Displays with LED, the station number of original party called. Also includes the situation that prompted call to be forwarded. Forwarded call will be identified as: Forward all calls, Busy on a call or Did not answer.		
Bidder's Description:			
Calling Name Display Group (M-O)	Enables members of a group to view the name of the incoming group member's name.		
Bidder's Description:			
Calling Name Display - Line (M-O)	Enables the name of a person placing a call to be displayed on a set.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Direct Station Selection Busy Lamp Field (M-O)	Allows user to observe busy lamp indication on assigned feature key. User can press feature key to call monitored directory number.		
Bidder's Description:			
Multiple Message Waiting Indictors (M-O)	Provides for more than one message-waiting key to be assigned to a set. Will provide individual message waiting indicator for separate voice mail boxes		
Bidder's Description:			
Fast Transfer (M-O)	Allows transfer to be completed without pressing the transfer key twice.		
Bidder's Description:			
Group Intercom - All Calls (M-O)	Allows member of a group intercom to simultaneously page up to 29 predefined members of the same group		
Bidder's Description:			
Intercom (M-O)	Enables station user to establish a talking path to another station of an intercom group.		
Bidder's Description:			
Key Short List (M-O)	Permits incoming calls to hunt up a set of DNs on a set.		
Bidder's Description:			
Message Waiting - Lamp or Sutter Tone (M-O)	Provides indicator when calling party leaves a voice mail message or a message is left with a receptionist. Voice mail or the receptionist holding the message is automatically dialed.		
Bidder's Description:			
Message Waiting Query (M-O)	User with Message Center feature can cancel a call request left on a line		
Bidder's Description:			
Music On Hold (M-O)	Provides music or an announcement on the line as the caller is on hold.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Originating Line Select (M-O)	Select first idle line beginning with the primary DN to place an outgoing call.		
Bidder's Description:			
Privacy (M-O)	Prevents intervention from user of a shared number coming in on a call		
Bidder's Description:			
Privacy Release (M-O)	Allows MADN members to establish conference between other members of the work group by releasing the Privacy on the shared number.		
Bidder's Description:			
Query Busy Station (M-O)	Allows a user in a group to monitor busy status of another group member and provides an alert when busy member's set is idle.		
Bidder's Description:			
Query Time and Day (M-O)	Displays current time and date on a set.		
Bidder's Description:			
Repeated Alert (M-O)	Provides up to 7 warning tones on an active set to alert the user that another incoming call is waiting to be answered.		
Bidder's Description:			
Terminating Line Select (M-O)	Allows an incoming call to be answered by user lifting handset from the cradle without having to depress a DN key.		
Bidder's Description:			

Table 6.4.4b – Central Office Exchange Enhanced Services and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.4.5 Call Center Services (M-O)

The Contractor shall provide Call Center Service functionality that provides equitable call distribution and queuing functions for call centers. The service shall extend the capabilities of basic ACD in that it shall allow several distributed ACD groups to answer calls as though the groups were one large group. The functionality shall be available between different server switches and across LATA boundaries.

The **Basic Supervisor's Package** shall include the following features: (M-O)

- **Call Agent -** Allows supervisor to directly call an agent by pressing a single key.
- **Controlled Overflow -** Allows a supervisor to direct new Call Center calls to an overflow route.
- **Observe Agent –** Allows supervisor to listen to conversation between the agent and the caller.
- **Supervisor Answer Agent –** Allows supervisor to answer Call Supervisor calls from an agent by depressing a key.
- **Answer Emergency -** Allows supervisor to answer emergency calls on an "Emergency" key when an agent's "Emergency" key is pressed.
- **Display Queue Status -** Supervisor(s) with display set can monitor Call Center call status.

  - Minimum requirements - Queue Status (QSD) shows:
    - Number of calls in incoming call queue
    - Total number of occupied agent positions (agents idle, active, or not ready)
- **Position Status Display** – Provides supervisor with visual indication of agent activity in real time.
- **Position Status Summary Display -** Allows supervisor to quickly check status of the Call Center. Supervisor can have multiple position status summary display keys to monitor multiple Call Center Groups within their system. Minimum requirements:

  Display indicates total number of agents:
  - on Call Center calls
  - on non-Call Center calls (on virtual number)
  - idle (logged in and waiting for call)
  - not ready (Clerical staff) logged off.

The **Basic Agent Package** shall include the following features: (M-O)

- **Agent Incalls Line -** Receives calls from the Call Center Listed Directory Numbers (LDNs).
- **Position ID (POID) -** Agent Position ID ("POID") identifies a specific agent.

- **Abandon Call Clearing -** Removes calls from the Call Center queue when the caller abandons: - while waiting in queue (or) - after call is presented to agent.
- **Automatic Overflow -** Allows customer to specify where new incoming calls overflow.
- **Call Present -** Agent answers Call Center calls without pressing a key.
- **Call Priority -** Customer assigns priority levels to the primary LDN and supplementary LDNs.
- **Incoming Call Queue -** Incoming calls wait/queue when all agents busy. The call is directed to the first available agent.
- **Night Service -** Activated for entire Call Center when all agent positions logoff. Automatically forwards incoming calls.
- **Overflow Scan -** Scans up to four other Call Centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied.
- **Ring Threshold -** Reroutes call when agent does not answer after a pre-determined amount of time.
- **Call Delay /Forced Announcement -** Provides recorded announcement(s) to callers when all agents are busy or the Call Center is in Night Service mode.
- **Queue Status -** Indication when queue thresholds are exceeded. Separate from telephone sets, typically mounted on the wall.
- **Music in Queue -** Provides music after announcement. Customer provides music source.
- **Agent Priority Call Transfer -** Allows an agent to transfer incoming Call Center call to another agent's line.
- **Call Supervisor -** Key on agent's phone that allows agent to be directly connected to Answer Agent key on supervisor's phone.
- **Emergency Alert -** Gives agent ability to immediately conference a supervisor or recorder to a call.
- **Agent Queue Status Display** - Provides agents status of call queue. Shows either: number of calls in queue, or amount of time oldest call in queue.
- **Call Source Identification –** Displays calling number on agent equipment.
- **Called Number Display –** Displays the dialed Call Center directory number on agent equipment.
- **Call Tracking -** Allows agent to indicate type of call being processed by depressing tracking key and entering a code.

- **Clerical Tracking** – Allows agent to indicate reason for Clerical status by entering a code.

The **Management Informational System Package** shall include the following features: _____ (M-O)

- Provides "real time" display of agent and call activity. Display is easily customized to show desired information.
- Provides call center management capability to the Customer:
  - Activate or deactivate the entire Call Center group if needed
  - Assign passwords to agents
  - Increase or decrease number of agents as needed
  - Move agent(s) to another Call Center group within the system
  - Create customized reports based on information MIS tracks
  - Control queues by changing the queue slots, queue size, and maximum wait time
  - Change overflow routes and ring thresholds
  - Change password levels of supervisors into system
  - Determine when to play which announcement

- **Tracking for Each Call Center –** provides tracking of the following**:**
  - Average speed of answer
  - Expected delay
  - Grade of Service (GOS or equivalent)
  - Hourly demand
  - Longest delay experienced by caller
  - Number of agents busy on incoming calls
  - Number of agents / queue slots available
  - Number of calls abandoned after or before announcement
  - Number of calls in queue
  - Number of incoming calls to each LDN
  - Total number and length of calls
  - Total number of calls abandoned
- **Tracking for Agents – provides tracking of the following:**
  - Number of agents busy on Call Center calls or on non-Call Centrer calls
  - Number of idle agents
  - Number of agents in Clerical status
  - Number of agents logged-off
  - Number of "short calls" agent handles

- Individual agent performance

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Table 6.4.5.a –Call Center Service (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Automatic Call Distributor (ACD) (M-O)	ACD evenly distributes incoming calls among a designated group of special line answering positions (agents). The ACD places calls in queue if no agent is available.		
Bidder's Description:			
Network ACD (NACD) - per agent (M-O)	Provides networking capability through network software that allows automatic distribution of calls between separately located ACD groups that are served by different switches.		
Bidder's Description:			
NACD PRI Interface -per ACD line (M-O)	Software for NACD utilizing Primary Rate ISDN signaling		
Bidder's Description			
Basic Supervisor's Package (M-O)	Basic feature package for call center supervisors that includes the features listed above.		
Bidder's Description			
Basic Agent's Package (M-O)	Basic feature package for call center agents that includes the features listed above.		
Bidder's Description			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Additional Supervisor Positions (M-O)	Additional supervisor for supervisor group.		
Bidder's Description:			
Call Center Feature Package (M-O)	Feature package applied to the ACD that provides call center management functionality.		
Bidder's Description:			
Management Informational System Package (CCMIS) (M-O)	Includes the features described above.		
Bidder's Description:			

Table 6.4.5.b –Call Center Service (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.4.6 Computer Telephone Interface (CTI) (M-O)

The Contractor shall provide a Computer Telephone Interface (CTI) application with the Central Office Exchange Services in the form of computer interface software that provides concurrent delivery of a voice call and data from a customer's computer to an agent.

The Standard Basic CTI features are as follows:

- Provides the ability to place and route calls.
- Provides signaling between the ACD node and a customer's business computer. The two-way information flow over data circuits allows ACD applications to communicate with applications running in the customer's business computer.
- Coordinated Voice and Data - Provides the concurrent delivery of a voice call and data related to the call to an ACD agent.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: *document*_____
*location*_____ *page*_____ *paragraph*_____
Description:

Custom CTI Applications:

Custom Applications, including application design, engineering, testing, wiring, and termination shall be provided in accordance with the provisions for contracted service project work as described in Section 6.13.3.

Table 6.4.6.a –Computer Telephone Interface (CTI) (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Voice Processing Integration (M-O)	Provides messaging to support interaction with voice response units and IVRs and predictive dialers.		
Bidder's Description:			

Table 6.4.6.b –Computer Telephone Interface (CTI) (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.4.7 Central Office Trunk Service (M-O)

The Contractor shall provide trunk service to customer Private Branch Exchanges (PBXs) or Customer Premise Equipment (CPE). This service shall at a minimum include Direct Inward Dialing (DID), Direct Outward Dialing (DOD), and 2-Way basic analog trunking with 2 or 4 wire Loop Start, Ground Start, E & M, or SF signaling. In addition to standard trunking, Contractor shall provide digital facilities based trunking with Incoming Only, Outgoing Only, two-way and Switched 56 trunking with Dual Tone Multi-Frequency or Multi-Frequency signaling on digital entrance facilities using either AMI-SF, AMI-ESF, or B8ZS-ESF framing options. Other trunk options include extended

Signaling System 7 (SS7) signaling capabilities that provide enhanced options and capabilities.

Basic Central Office Trunk Service shall include the following features:

- **Hunting/Multiline Hunting** - A series of trunks organized in such a way that if the first line is busy, the next line is hunted until a free line is found. Minimum requirements: sequential and circular.
- **Availability Control** - Enables the customer to make busy pre-determined individual PBX trunks in various group sizes.
- **Night Terminal** - Directs after hours calls to a specific answering station designated by the customer.
- **Automatic Channel Selection (SuperTrunk, or equivalent) -** Automatically selects an idle channel within a trunk group for call selection
- **Answer Supervision (SuperTrunk, or equivalent) -** Central office will electronically signal the originating PBX when an outgoing call is answered and when the called party disconnects. Inbound answer supervision is provided by the customer's equipment.
- **Signaling (SuperTrunk, or equivalent) -** Calls are initiated with trunk seizure and confirmed at the other end.
- **Addressing (SuperTrunk, or equivalent) -** May be either Dual Tone Multi-Frequency (Touch Tone) or Multi-Frequency
- **Dial Tone (SuperTrunk, or equivalent) -** Second dial tone will be provided from the serving central office at the user's request.
- **Call Transfer (SuperTrunk, or equivalent) -** Allows incoming caller to be transferred to another telephone number. After transfer, the trunk becomes available to make, receive, or transfer other calls.
- **Equal Access (SuperTrunk, or equivalent) –** Allows Customers to specify only one PIC per trunk group.
- **Trunk Group (SuperTrunk, or equivalent) –** Restrictions assigned per trunk group.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Table 6.4.7a - Central Office Trunk Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Two-Way Trunks- Basic (M-O)	Provides incoming and outgoing call capability. Transmission loss will not exceed more than 8.0 db.		
Bidder's Description:			
Two Way Trunks- Assured (M-O)	Provides incoming and outgoing call capability. Transmission loss will not exceed more than 5.5 db.		
Bidder's Description:			
Out Only Trunks - Basic (M-O)	Provides outgoing capability only. Transmission loss will not exceed more than 8.0 db.		
Bidder's Description:			
Out Only Trunks - Assured (M-O)	Provides outgoing capability only. Transmission loss will not exceed more than 5.5 db.		
Bidder's Description:			
In Only Trunks – Basic (M-O)	Provides incoming service only. Transmission loss will not exceed 8.0 db.		
Bidder's Description:			
In Only Trunks – Assured (M-O)	Provide incoming service only. Transmission loss will not exceed 5.5 db.		
Bidder's Description:			
DID Trunks - Basic (M-O)	Provide direct inward dialing to stations on the associated trunk group. Transmission loss will not exceed more than 8.0 db.		
Bidder's Description:			
DID Trunks - Assured (M-O)	Provide direct inward dialing to stations on the associated trunk group. Transmission loss will not exceed more than 5.5 db.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
DID Station Numbers (M-O)	Block of 100 telephone numbers used to work with DID trunking		
Bidder's Description:			
Additional DID Station Numbers (M-O)	Each additional block of 100 numbers used to work with DID trunking		
Bidder's Description:			
SuperTrunk (or equivalent) termination (M-O)	Standard DS1 termination		
Bidder's Description:			
Trunk Group (SuperTrunk, or equivalent) (M-O)	Shall include: • Two way trunk group • "Out only" trunk group • "In only" trunk group • Switched 56 trunk group		
Bidder's Description:			

Table 6.4.7.b - Central Office Trunk Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.4.8 Voice Mail Services (M)

The Contractor shall provide Voice Mail services on a statewide basis to all Central Office Exchange Service End-Users. The Central Office Exchange Voice Mail Services (or Equivalent) will include the capability for users to have callers leave a message to be retrieved at a later time. End-Users in Consolidated locations may also send messages to other End-Users in the same Consolidated system. The service shall offer a

variety of message length capabilities, greeting and delivery options, broadcast messaging, ability to revert to an attendant and out calling for paging.

The minimum feature requirements of the Central Office Exchange Voice Mail Services (or Equivalent) are as follows (M-O):

- Minimum message length will be at least 2 minutes each. List any additional "Message Length Capacity" options on Table 6.4.8.b below.
- Message review, including skip back or ahead with pausing
- Message saving and erasing
- Immediate one-key press reply
- Messaging forwarding
- Message sending, including "private" and "urgent stamps"
- Future (delayed) delivery
- Non-receipt notification (to verify message receipt)
- At least three group distribution lists
- Password protection
- Personalized greetings (both permanent and temporary)
- On-line tutorial
- Erased message retrieval before call is ended
- Surveillance and maintenance provided seven days a week, 24 hours a day
- Capacity to meet current needs and future growth
- Integration with central office exchange or equivalent service
- **Web based End-User administration software -** Software accessible via the Internet for the End-User administration.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

In addition to the above requirements, refer to Table 6.4.8.a for required Voice Mail Services and Features

Table 6.4.8a –Voice Mail Services and Features (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
50 two-minute messages, 30 day save (M-O)	Minimum of 50 two-minute messages with 30 day save capability for each Voice Mailbox.		
Bidder's Description:			
50 two-minute messages with 10 group codes, 30 day save (M-O)	Minimum of 50 two-minute messages and 10 group codes with 30 day save capability for each Voice Mailbox.		
Bidder's Description:			
100 three-minute messages with 30 day save (M-O)	100 three-minute messages with 30 day save capability for each Voice Mailbox.		
Bidder's Description:			
Three-minute "greeting only" option, no messages, no call transfer (M-O)	Greeting only capability. No ability to leave messages or transfer to another station.		
Bidder's Description:			
60 six-minute messages with 60 day save (M-O)	60 six-minute messages with 60 day save capability for each Voice Mailbox.		
Bidder's Description:			
Paging Notification/ Alternate ID (M-O)	Allows outcall notification to a pager number when messages are left in a voice mailbox. Includes port fees. Allows a second number or identifier to be assigned to a mailbox. Allows two lines to forward to a single mailbox. Includes port fees.		
Bidder's Description:			
Call Transfer to Attendant (M-O)	Allows callers the option of transferring to another extension rather than leaving a message.		
Bidder's Description:			

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Extension Mailboxes (M-O)	Allows multiple mailboxes on the same telephone line. Includes port fees.		
Bidder's Description:			
Additional Hourly Storage (M-O)	Additional storage available when number of messages, or length of messages saved exceeds the standard classes of service.		
Bidder's Description:			
Voice Mail Reports (M-O)	Standard voice mail reports shall be provided monthly to each Customer and shall include inventory and usage. Bidder's custom report options shall be listed in Table 6.4.8.b below.		
Bidder's Description:			

Table 6.4.8.b – Voice Mail Services and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.4.9 Interactive Voice Response (IVR) System (M-O)

The Contractor shall provide an IVR system that gives callers specific information or accepts an order based on specific information input by callers using speech recognition or DTMF tones.

Required applications of IVR are:

- **Automated Attendant** - A service that automatically answers incoming calls within a predefined number of rings, without assistance from a live attendant. It then allows callers to reach an extension by prompting the caller to enter the extension number or name, or offers other services, such as announcements for voice menu choices. An Automated Attendant can process multiple calls simultaneously. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service.

- **Voice Forms** - Allows business users to collect information from callers over the telephone. A series of questions is played to a caller who responds to each question in sequential order. Once the information is collected, it can be retrieved and transcribed to suit individual requirements. Include one (1) hour storage per Voice Forms application.
- **Fax on Demand or Fax Reply** - A multimedia option, which allows the user to create and retrieve Fax information by selecting Fax items from a voice menu. Fax information can be sent to the caller on the same call or the caller is prompted for a callback number to which the Fax can be sent after the call has been disconnected.
- **Call Router /Auto Attendant /Audiotext -** Allows incoming callers to route themselves within a company, department or organization. Caller listens to voice menus and indicates a choice by pressing the telephone keypad.
- **Numeric Classification Locator** - Business office, department, or organization (etc.) locator using numeric options.
- **Translator** - Translates and forwards old telephone number to new telephone number.
- **Names Directory** - Allows callers to spell a name using the telephone keypad, and then have the IVR system read back the name and transfer the call to that person's telephone.
- **Voice Library** - Provides playback of voice recorded 'library' of information.
- **Call Router Reports** - Daily Activity and Daily Call Profile Reports shall be available for Daily, Weekly, and Monthly Distribution to each Customer.
- **Intelligent Call Transfers -** Transfer callers based on time-of-day, day-of-week, language, or zip-code.
- **Host Connection** - Interface that allows for connectivity between the IVR and the customer mainframe for real-time data retrieval and updates as required by the customers.
- **Call Progress Detection** – IVR monitors a transferred call to check if the line is busy, disconnected or a network message is played.

Custom applications of IVR:

Custom Applications, including modifications and/or programming changes to the design and/or application program for existing custom IVR shall be provided in accordance with the provisions for contracted service project work as described in Section 6.13.3. Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: *document*_____

location_____ page_____ paragraph_____

Description:

Table 6.4.9.a –Interactive Voice Response (IVR) Services and Features (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IVR with Standard Applications (M-O)	Standard IVR applications and routine changes to existing packaged applications.		
Bidder's Description:			
Multiple Languages (M-O)	Play prompts in different languages. Bidders shall describe the languages provided for the proposed IVR solution.		
Bidder's Description:			
Database Lookups (M-O)	Access to the customer's local database for look up and delivery of the information to the IVR (e.g. zip codes, phone numbers, office numbers).		
Bidder's Description:			
Credit-Card Transactions (M-O)	Process application for credit card payments via the telephone/IVR service involving connection to a clearinghouse.		
Bidder's Description:			
Speech Recognition (M-O)	A machine's ability to understand and react to human speech instead of touch tone entry.		
Bidder's Description:			

Table 6.4.9.b –Interactive Voice Response (IVR) Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.4.10 Consolidated Services (M-O)

There are a number of locations where Customer groups are better served by consolidating the Central Office Exchange Basic Services. In addition to the basic services describe above in this Section 6.4, the Contractor shall provide consolidated central office exchange services that minimize the cost of calling between agencies within the same community (Consolidated Locations). These Consolidated Locations are predominantly in metropolitan areas and are listed in Exhibit 3-A.

The costs for basic services as described in Section 6.4.3 for consolidated locations shall be included as indicated in Section 7, Cost Table 6.4.3.

Required services and features of the Central Office Exchange Services in a Consolidated Location are:

- "No cost" direct dialing within consolidated location.
- Abbreviated dialing plan within the consolidated location.
- Basic and enhanced services
  - Analog (Basic)
  - Digital

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features are currently provided in Consolidated Locations and may be provided for this Contract:

Table 6.4.10a Consolidated Service Features (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Consolidated Location - Automatic Call Distributor (M-O)	ACD or equivalent functionality as described in 6.4.5 and as applicable to Consolidated Locations.		
Bidder' Description:			
Consolidated Location - Network ACD (M-O)	NACD or equivalent functionality as described in 6.4.5 and as applicable to Consolidated Locations.		
Bidder' Description:			
Consolidated Location - Interactive Voice Response (M-O)	IVR or equivalent functionality as described in 6.4.9 and as applicable to Consolidated Locations.		
Bidder' Description:			
Consolidated Location - Voice Mail (M-O)	Voice Mail or equivalent functionality as described in 6.4.8 and as applicable to Consolidated Locations.		
Bidder' Description:			
Consolidated Location - Local and Network Management Information Services (M-O)	Management Information Systems or equivalent as described in 6.4.3 and as applicable to Consolidated Services.		
Bidder' Description:			
Consolidated Location - Local and Network Announcements and Music in Queue capabilities (M-O)	Announcements and music in queue or equivalent functionality as described in 6.4.5 and as applicable to Consolidated Locations.		

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder' Description:			
Consolidated Location - Local and Network Computer Telephony Integration (CTI) capabilities (M-O)	CTI or equivalent functionality as described in 6.4.6 and as applicable to Consolidated Locations.		
Bidder' Description:			
Consolidated Location - Audio Conferencing (M-O)	Audio conferencing or equivalent functionality as described in 6.3.13 and as applicable to Consolidated Locations.		
Bidder' Description:			
Consolidated Location - Mechanized, User controlled, Service Management Systems (M-O)	Management system or equivalent functionality as described in 6.4.3 and as applicable to Consolidated Locations.		
Bidder' Description:			
Additional unsolicited features offered by the Bidder:			
Bidder' Description:			

6.5 VOICE NETWORK OPERATIONS AND MANAGEMENT

6.5.1 General Description (M)

The State must be assured that the proposed voice network meets industry standards. The Bidder shall provide a general description of its voice network operations and management.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.5.2 Security (M)

The State expects stringent security standards, based upon the transmission of confidential or sensitive data. Most security requirements are based on the potential for fraud or disruption of State services if either a physical network or transmitted data were compromised. The Contractor shall provide DGS a written copy of their network security plan. The security plan shall include the steps the Contractor will take to prevent public access to highly sensitive and confidential data that will be traversing the network.

The Contractor's comprehensive security proposal shall include:

- Managed Authentication Services
- Managed Intrusion Detection Services
- Managed Intrusion Prevention Services
- Vulnerability Assessments
- System Health Monitoring
- Security Audits
- Network Audits
- Network Security Training
- Security Administration
- Support all current and future US encryption standards
- Security Event Correlation
- Physical site security

The Contractor will provide subject matter experts and sales professionals at no cost to the State to assist the individual agencies with individualized security solutions.

The Contractor's security plan will be evaluated on a by how well the Bidder's solution addresses each of the components above and will be graded on a "pass/fail" basis.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.5.3 Voice Network Disaster Recovery and Operational Recovery Plan (M)

DGS will have the option to select the restoration of State service in the event of an emergency. Public safety agencies, major data centers, agencies with supporting roles during disaster or emergency operations, and agencies with significant roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies.

The Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all CPUC and FCC requirements. The Contractor shall utilize the DGS/TD provided State requirements below to develop, document and submit an Operational Recovery Plan that reflects the State's mission critical needs. A draft Operational Recover Plan shall be submitted with the final proposal and a final Operational Recovery Plan shall be submitted within 90 days of Contract award (refer to the proposed Contract in Appendix B, Section 76)

The purpose of the Operational Recovery Plan is to assure the continuity of telecommunications services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly migration toward the resumption of all contracted services. It is essential that service be restored as soon as possible, and the services most critical to State operations remain operational during efforts to achieve full service recovery.

The Contractor shall submit to DGS-TD an Operational Recovery Plan for voice operations and management that must address, at a minimum, four topic areas: (1) summarization of Contractor strategy for managing disaster situations; (2) distinct management and staff assignment of responsibilities immediately following a disaster

and continuing through the period of re-establishment of normal operations; (3) prioritization for the recovery of critical services; and (4) operational procedures documented in a systematic fashion that will allow recovery to be achieved in a timely and orderly manner.

The Operational Recovery Plan shall include, at a minimum:

1. Administrative Information - An introduction to the use of the plan, setting forth procedures for updating and distributing the plan, as well as describing the process for periodic testing of the plan.

2. Recovery Strategy - A brief narrative of the strategy for managing the disaster situation, which may include, for example vendor agreements, backup and recovery service agreements, etc.

3. Damage Recognition – A description of the anticipated emergency response actions immediately following the disaster including notifying agency staff that are members of an emergency management team that a serious loss or interruption in service has occurred, establishing a focal point for coordinating the recovery program, and disseminating information and assembling personnel.

4. Damage Assessment - An explanation of the procedures and personnel to be deployed to assess the damage and determine the level of severity of the incident.

5. Mobilization Of Personnel – Detail the staff and management responsibilities, including team and individual assignments of responsibility by area of expertise for both Contractor staff and DGS-TD staff.

6. Recovery Plan Implementation - The operational procedures that will allow service recovery to be achieved in a timely and orderly manner. The process shall describe the possible methods for recovering the critical services including the process for suspending non-critical services and any relocation to an interim site.

7. Full Service Restoration – Describes the procedures to be followed after the interim service failure has stabilized. The intent is to provide a framework for restoring full services.

8. Appendices - A variety of appendices may be attached to the plan. The plan sections described above should contain static procedures, while the appendices may contain operational information that would need periodic updating. Some examples of content are: (1) emergency action notification information containing the names and phone numbers of the various management, staff and specialty team members; (2) damage assessment or disaster classification forms intended to function as a guide to

supplement/support the management decision process; (3) any data communications network routing information necessary for providing interim service.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.6 DATA SERVICES (M-O)

The Contractor shall provide and support a WAN infrastructure that transports data traffic for services as described below.

The Contractor's WAN infrastructure shall support open architecture standards and interfaces for services as identified below. These services shall be provided IntraLATA, InterLATA and Extended (out of state-nationwide).

The Contractor shall identify and propose methods and strategies to provide this service throughout the term of this Contract.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.6.1 WAN Backbone Design (M)

DGS/TD uses this Contract as a means to perform state telecommunications services oversight, client advocacy, and fiscal management responsibilities.

In the course of that oversight the State is required to examine key elements of the wide area network(s) backbone to maintain current and long-term goals. This analysis is conducted to determine the reliability of the network and takes into consideration issues such as redundancy, diversity interoperability, and

scalability. The Contractor shall provide data network designs and diagrams for each of the following data services described in this section.

- Analog Service
- Optical Carrier Service (OC-X)
- Gigabit Ethernet Metropolitan Area Network
- ISDN Primary Rate Interface (PRI)
- Frame Relay
- Asynchronous Transfer Mode Data Services (ATM)
- Extended Frame Relay
- Extended ATM

If multiple services utilize a common network, only one diagram is required for that network.

These drawings shall be provided in both electronic format and hard copy. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. Hard copy drawing shall be provided in Standard E size.

Drawings shall include both topology and logical representations of all critical network backbone elements to include, but not limited to, the following:

- Geographic location of equipment
- Type and capacity of equipment at each location including any backup systems
- Circuit route
- Circuit size/ bandwidth
- Circuit type
- Unique identifier for each element
- Layer 2 protocols and QoS when applicable

In addition, the Contractor shall provide a description of their methodology to address the following issues:

- Congestion
- Capacity planning including booking factors
- Rerouting metric

Bidders shall provide the required information listed in the form of a detailed representation of the proposed network. Information that is too specific or not available to provide prior to award shall be identified as an "example only". The Contractor shall provide 3 hard copies and 1 electronic copy with the proposal.

Responses to the requirements described in this section shall include a thorough presentation of how the data network addresses the following:

Ubiquity – the Contractor's (and affiliate's) ability to provide services throughout the state.

Interoperability – the ability to deliver services that interconnect and communicate based on open established standards.

Scalability – the ability to deliver services upon demand in all locations.

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Redundancy – having one or more circuits/systems available in case of failure of the main circuits/systems.

Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

Backward Compatibility – the ability to support existing CALNET Customers' premise based equipment

Reliability and Availability – the ability to provide voice network services to all required locations with minimal downtime and blockage.

Manageability/Serviceability – the ability to technically manage the network (including real-time reporting) and to identify and correct network troubles.

Testability – the ability to monitor, test, and audit the performance of the network.

Security – the ability to ensure a physically and logically secure network and its network management platforms, from both inadvertent and malicious attacks from inside and outside the Bidder's organization.

Key data services will be evaluated on the Bidder's diagrammatic representation in the WAN Backbone Design and will be weighted as described in RFP Section 9.5.3.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.6.2 Data Transport Services (M)

The Contractor shall provide the data transport services described below.

6.6.2.1 Analog Service (M-O)

The Contractor shall provide voice 4-wire, half and full duplex transmission service that supports point-to-point and 4-wire, full duplex or multi-drop applications.

Service shall be available statewide.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features/services shall be provided:

Table 6.6.2.1a Data Transmission Service - Analog Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Channel Termination Data Transport Service – 4 wire (M-O)	Four wire channel termination for data transport.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Data Bridging (M-O)	Allows multiple locations to be connected or bridged.		
Bidder's Description:			
Central Office Multiplexing (M-O)	Combines multiple circuits into a single transmission medium.		
Bidder's Description:			

Table 6.6.2.1b Data Transmission Service - Analog Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
2-Wire Full Duplex Circuit Point-to-Point (D)	Two wire full duplex point-to-point circuit		
Bidder's Description:			
2-Wire Full Duplex circuit multi-point (D)	Two wire full duplex multi-point circuit		
Bidder's Description:			
Channel Termination (D)	Two wire channel termination for data		
Bidder's Description:			
Data Transport Service 2-wire (D)	2 wire transport		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

All analog transmission parameters shall be in accordance with the values and ranges set forth in the ANSI, ITU and Telcordia/Bellcore Publications for analog transmission.

6.6.2.2 Carrier DS0 Service (M-O)

The Contractor shall provide DS0 digital data circuits. DS0 service supports point-to-point and multipoint/multi-drop digital data circuits up to 64 Kbps providing full duplex, four wire, end-to-end, synchronous serial digital data transport.

The DSO service provided by the Contractor shall include the following:

- **Advanced Digital Network (ADN) or equivalent** - A dedicated digital private line service at DS0 and below speeds, providing full duplex, 4 wire, end-to-end, synchronous, data transport.
- **Subscriber Access** - Channel termination for the HiCap circuit. One for each termination.
- **Customer Network Reconfiguration** - Allows changes to connections of individual circuit segments at digital cross connect node, either proactively or within minutes of a trouble detection.
- **InterLATA Service** - Extended Dedicated Services required if service crosses LATA boundaries.

DS0 service shall be in accordance with the North American T-carrier and applicable ANSI and ITU standards.

Service availability shall be statewide.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided:

Table 6.6.2.2a Data Transmission Service – Carrier DS0 Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Central Office Bridging Capability (M-O)	Connects three or more customer designated premises for simultaneous communications on one circuit.		
Bidder's Description:			
Customer Network Reconfiguration (M-O)	Allows changes to connections of individual circuit segments at DCS node, either proactively or within minutes of a trouble detection.		
Bidder's Description:			

Table 6.6.2.2b Data Transmission Service – Carrier DS0 Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.2.3 Carrier DS1 Service (M-O)

The Contractor shall provide DS1 digital data circuits. DS1 service supports point-to-point digital data circuits up to 1.544Mbps providing full duplex, four wire, end-to-end, synchronous serial digital data transport. The minimum digital signals required are in the following two formats:

- Basic (full 1.544 Mbps)
- Channelized (24 multiplexed DSO channels — 64 Kbps each)

Basic Carrier DS1 Service shall include the following characteristics:

- **High Capacity -** DS1 class of service
- **Subscriber Access -** Channel termination for the circuit terminating at an IEC point of presence.

- **B8ZS -** Line code allowing use of the entire bandwidth of a 1.544 facility. Line codes tell the network how the bits in a bit stream are electronically represented for transport through the network.
- **Extended Super Frame -** Framing format that allows the additional bits to be added less frequently or added at longer intervals. Bits that are gained by doing this are then used to perform other functions.
- **InterLATA Service -** DS1 connectivity between LATAs.

DS1 service shall be in accordance with the North American T-carrier and applicable ANSI and ITU standards.

Service availability shall be statewide.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided:

Table 6.6.2.3a Data Transmission Service – Carrier DS1 Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? N/A	Document/ Location

Table 6.6.2.3b Data Transmission Service – Carrier DS1 Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Customer Network Reconfiguration (D)	Allows changes to connections of individual circuit segments at Digital Cross Connect node.		
Bidder's Description:			

Customer Network Reconfiguration Port Access (D)	Allows access to port with either a dedicated private port or dedicated dial up port.		
Bidder's Description:			
Expedite Option (D)	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.2.4 Carrier DS3 Service (M-O)

The Contractor shall provide DS3 digital data circuits. DS3 service supports point-to-point digital data circuits up to 44.736 Mbps providing full duplex, end-to-end, synchronous serial digital data transport. DS3s may be clear-channel or channelized into 28.

Carrier DS3 service shall include the following:

- **High Capacity DS3 -** Describes High Capacity DS3 Class of Service.
- **Subscriber Access Line with equipment -** DS3 circuit termination per termination with electrical equipment.
- **Central Office Multiplexing -** An arrangement that converts a 44.736 Mbps channel to 28 DS1 channels using digital time division multiplexing.

DS3 service shall be in accordance with the North American T-carrier, and applicable ANSI and ITU standards.

Service availability shall be statewide.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided:

Table 6.6.2.4a Data Transmission Service – Carrier DS3 Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds Y/N	Document/ Location
Central Office Multiplexing with Reconfiguration (M-O)	An arrangement that converts a 44.736 Mbps channel to 28 DS1 channels using digital time division multiplexing.		
Bidder's Description:			

Table 6.6.2.4b Data Transmission Service – Carrier DS3 Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Customer Network Reconfiguration (D)	Allows the customer to make software defined cross-connect changes in the individual circuit segments of their network.		
Bidder's Description:			
Customer Network Reconfiguration – Hub-to-Hub (D)	Allows the customer to make software defined cross-connect changes in hub-to-hub segments of the network.		
Bidder's Description:			
Customer Network Reconfiguration Port Access (D)	Allows access to port with either a dedicated private port or dedicated dial up port.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.2.5 Gigabit Ethernet Metropolitan Area Network (MAN) (D)

The Contractor shall provide gigabit Ethernet network services in specific geographic locations throughout the state. The service shall provide for the transmission of digital signals at 1 gigabit per second (Gbps) in Ethernet format in dedicated high capacity channel. At a minimum, the service shall be available in point-to-point (node-to-node) configurations, enabling customers to connect two or more Local Area Networks (LANs) at the native speed of the LAN backbone. The gigabit Ethernet network shall link without signal loss between locations up to distances of 31 miles. Maximum db loss shall not exceed 29db. The Contractor shall identify the ICB process associated with gigabit Ethernet class of service installations.

The Contractor shall provide gigabit ethernet class of service**.**

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided.

Table 6.6.2.5a Gigabit Ethernet Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Intraexchange/ Intradistrict Gigabit Ethernet Class of Service (D)	Within the same Wire Center.		
Bidder's Description:			
Intraexchange/ Interdistrict Gigabit Ethernet Class of Service) (D)	Different Wire Centers within the same district.		
Bidder's Description:			
Mid Span Repeater (D)	May be required to extend the distance limitation		
Bidder's Description:			
Mileage (D)	Per Mile		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.2.6 Extended Point-to-Point Carrier Services (M-O)

The Contractor shall provide extended carrier services for interstate connectivity.

Extended carrier services shall follow the same standards specified in the table listed below.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Table 6.6.2.6a Extended Carrier Services (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Analog Private Line (M-O)	DS0 Analog Private Line Service is a dedicated domestic private line service capable of supporting voice and analog data.		
Bidder's Description:			
DS0 (M-O)	DS0 is a premium Fully featured, point-to-point, full-duplex terrestrial digital private line service. DS0 operates at synchronous data speeds of 9.6 to 56/64 kbps.		
Bidder's Description:			
Digital Service 1 (DS1) (M-O)	Digital Service (DS1) is a point-to-point private line, provisioned over the Digital Data Network (DDN), transporting a full duplex signal at the rate of 1.544 Mpbs.		
Bidder's Description:			
Digital Service 45(DS3) (M-O)	Digital Service 45 (DS3) is a dedicated, point-to-point private line service for customers with ultra high-speed capacity requirements. Transmission capacity equivalent to 28 TDS 1.5 circuit or 672 voice to digital 56 kbps circuits. Supports transmission of full-duplex signals over terrestrial facilities at 44.736 megabits per second.		
Bidder's Description:			

Table 6.6.2.6b Extended Carrier Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Analog Expedite (D)	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
DS0 Expedite (D)	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
DS1 Expedite (D)	Bidders shall describe installation interval commitment and expedite criteria.		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Bidder's Description:			
DS3 Expedite (D)	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.3 Synchronous Optical Network (SONET) (D)

The Contractor shall provide Synchronous Optical Network (SONET) service for high bandwidth (T1 and higher) communication paths on dedicated, bi-directional, self-healing rings or as a point-to-point network configuration. The services provided over Synchronous Optical Network (SONET) shall comply with all standards as set forth by Telcordia, Bellcore GR-253-CORE, SONET Transportation Systems.

Service handoffs on SONET shall be synchronous at OC-1, OC-3, OC3-c, (concatenated) OC-12, OC-12c, OC-48, OC-48c, or OC-192. Asynchronous services at T1 and DS3 shall be carried over SONET in 51 Mbps Synchronous Transport Signal Level1 (STS/1) packages. SONET services shall include the following:

- SONET Dedicated Ring
- SONET Circuit Service

The Contractor shall provide customer premise add/drop multiplexing nodes equipped with the following access ports: DS1, DS3, OC-1, OC-3, OC3-c, OC-12, OC-12c, OC-48, and OC-48c.

Alternate wire centers shall be available to provide ring diversity when required.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.6.3.1 SONET Service (D)

The following Service and Features shall be provided:

Table 6.6.3.1a SONET Service (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
SONET Dedicated Ring Local Loop Service (OC1) (D)	Dedicated ring local loop at OC-1 speed.		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC3) (D)	Dedicated ring local loop at OC3 speed.		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC12) (D)	Dedicated ring local loop at OC12 speed.		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC48) (D	Dedicated ring local loop at OC48 speed.		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC192) (D)	Dedicated ring local loop at OC192 speed.		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC1) (D)	Point–to-point service at OC1 speed		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
SONET Dedicated Point to Point Local Loop Service (OC3) (D)	Point–to-point service at OC3 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC12) (D)	Point–to-point service at OC12 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC48) (D)	Point–to-point service at OC48 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC192) (D)	Point–to-point service at OC192 speed		
Bidder's Description:			
Central Office Access Ports (OC1) (D)	Hands off services at a central office node. OC1		
Bidder's Description:			
Central Office Access Ports (OC3) (D)	Hands off services at a central office node. OC3		
Bidder's Description:			
Central Office Access Ports (OC12) (D)	Hands off services at a central office node. (OC12).		
Bidder's Description:			
Central Office Access Ports (OC48) (D)	Hands off services at a central office node. (OC48)		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			
Central Office Access Ports (OC192) (D)	Hands off services at a central office node. (OC192)		
Bidder's Description:			
Premises Access Ports 1.5 Mbps (T1) (D)	Hands off services at a customer location node. DS1 (1.5Mbps)		
Bidder's Description:			
Premises Access Ports 45 Mbps (DS3) (D)	Hands off services at a customer location node. DS3 (45Mbps)		
Bidder's Description:			
Premises Access Ports (OC1) (D)	Hands off services at a customer location node. OC1		
Bidder's Description:			
Premises Access Ports (OC3) (D)	Hands off services at a customer location node. OC3		
Bidder's Description:			
Premises Access Ports (OC12) (D)	Hands off services at a customer location node. OC12		
Bidder's Description:			
Premises Access Ports (OC48) (D)	Hands off services at a customer location node. OC48		
Bidder's Description:			
Mileage Dedicated Ring Service OC1. Per mile over 10 miles (D)	Variable mileage for OC1 Dedicated Ring Service with nodes greater than 10 miles apart.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Mileage Dedicated Ring Service OC3. Per mile over 10 miles (D)	Variable mileage for OC3 Dedicated Ring Service with nodes greater than 10 miles apart.		
Bidder's Description:			
Mileage Dedicated Ring Service OC12. Per mile over 10 miles (D)	Variable mileage for OC12 Dedicated Ring Service with nodes greater than 10 miles apart.		
Bidder's Description:			
Mileage Dedicated Ring Service OC48. Per mile over 10 miles (D)	Variable mileage for OC48 Dedicated Ring Service with nodes greater than 10 miles apart.		
Bidder's Description:			
Mileage Dedicated Ring Service OC192. Per mile over 10 miles (D)	Variable mileage for OC192 Dedicated Ring Service with nodes greater than 10 miles apart.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.4 ISDN Basic Rate Interface (BRI) (M-O)

Contractor shall provide Integrated Services Digital Network (ISDN-BRI) that offers integrated voice, data, and video transmission with the following:

- **Basic Package (B1 Channel) Alternatives -** Voice, Data, Voice/Data, Idle
- **Basic Package (B2 Channel) Alternatives** - Voice, Data, Voice/Data, Idle
- **Basic Package -** D Channel
- **Primary Directory Number (B1 Channel)** - Required with primary number for each ISDN line. Can be used for voice, data, or optional B Channel Packet. Can

have different PIC code than other channels. Features & services can be assigned independently of other channels.

- **Primary Directory Number (B2 Channel) -** Voice and/or data. B2 channel with a unique directory number. More than one primary number can be assigned to channels of an ISDN line (also referred to as "multipoint" service). Features and services can be assigned to B2 independently of B1. PIC code can be the same or different than the one assigned to B1 channel. B2 channel may be left idle.
- **Additional Use of Primary Channel -** Number reused from B1 Channel. Same number being used on B1 and B2 channel. Features and services are the same as on B1 channel. B2 channel may be left idle.
- **Call Information Display-** Allows users to see dialed digits in the display of the equipped CPE.
- **Calling Number ID Block, Call Review, Time & Display -** Blocks caller's telephone number from showing when making outgoing calls. Displays call related information on active calls or displays feature associated with buttons on set. Time and Date will be displayed on telephone set.
- **Shared Directory Numbers -** An additional appearance of a primary or secondary number on another set connected to the same ISDN line. B1 channel numbers can be shared on B2 channel set and vice versa.
- **Multiple Directory Numbers -** Repeated appearances on the same set of the Primary, Secondary, or Shared Directory Number. Multiple appearances work similarly to hunting.
- **Additional B Channel Directory Numbers –** B channel connection. Allows connection of additional B Channels devices, over and above first 2.
- **Call Transfer –** Provides call transfer, consultation hold, conference calling and hold.
- **Call Transfer – Drops Call** – Drops call upon completion of a transfer
- **Information Service Call Blocking** to prevent callers from completing 900 or 976 calls.
- **Secondary Directory Numbers –** A virtual directory number that shares the channel with other numbers . May have multiple and shared appearances.
- **Privacy –** prevents intervention from a user of a shared number coming in on a call.
- **Privacy Release –** Allows a conference call between shared numbers.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided:

Table 6.6.4.a ISDN Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Series Hunting (M-O)	Series Hunting. Switch equipment searches group of directory numbers in hunting to find an open line when the dialed number is busy.		
Bidder's Description:			

Table 6.6.4.b ISDN Optional Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

The Contractor shall provide and support B Channel Packet Service that permits an ISDN BRI B channel to be assigned and dedicated to the exclusive use of transmitting and receiving packet switched data.

ISDN BRI services shall comply with all applicable ANSI, ITU and Telcordia/Bellcore standards.

ISDN BRI Service availability shall be statewide.

6.6.5 ISDN Primary Rate Interface (PRI) (M-O)

The Contractor shall provide Primary Rate Integrated Services Digital Network (ISDN) through standard T1 (1.544 Mbps) point-to-point private-line facilities. ISDN PRI shall be available from the Contractor in three configurations at both 56kps and 64kps):

- Package 1: PRI Configuration 1 - 23 B channels, 1 D channel.
- Package 2: PRI Configuration 2 - 24 B channels
- Package 3: PRI Configuration 3 - 23 B channels, 1 Backup D channel.

Each of the configurations named above will include the following features:

- **Alternate Route -** Allows customers to specify alternate routes where incoming calls may be directed when all PRI channels in the PRI serving arrangement are busy or the network fails.
- **Calling Name Display -** Allows the network to pass Calling Name between multiple entities within a PRI network serving arrangement.
- **Dialing Plan -** Required feature when two or more entities are connected to create a PRI network serving arrangement.
- **Message Waiting Indication -** Allows the network to pass Message Waiting Indication information between multiple entities within a PRI network serving arrangement.
- **Network Ring Again -** Allows the network to pass Ring Again information between multiple entities within a PRI network serving arrangement. Also allows a calling station which encounters a busy condition to notify the CO to signal the calling station when the called station becomes idle.
- **PRI subgroup -** Allows customers who subscribe to multiple service types within a PRI serving arrangement to create subgroups, thereby dedicating a certain number of channels to a particular service type.
- **Private Facility Connection -** Allows customers to provide access to non-ISDN digital transport facilities, tie lines, and/or other private facilities or trunk groups from a PRI serving arrangement. Provides communications between non-ISDN in-band signaling facilities and ISDN out-of-band signaling facilities.
- **User-to–User Information -** Enables customers to send additional information over the PRI D channel with the ISDN call setup and call clearing messages. Allows users to send/receive information without actual call completion. Information is not monitored or interpreted by network

This service shall be in accordance with all applicable ANSI, ITU and Telcordia/Bellcore standards.

ISDN PRI Service availability shall be statewide.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided:

Table 6.6.5.a ISDN Primary Rate Interface (PRI) Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location

Table 6.6.5.2b ISDN Primary Rate Interface (PRI) Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.6 Switched 56 (M-O)

The Contractor will provide dial-up switched digital service offering agencies both narrowband services (increments of 56/64 Kbps) and wideband services with increments of 128 Kbps to 1.544 Mbps. Switched 56 service provides dial-up access digital bandwidth through a local access line on a cost per minute basis.

Switched 56 services shall be compliant with applicable North American ANSI, ITU and Telcordia standards.

Service availability shall be statewide.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided:

Table 6.6.6.a Switched 56 (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location

Table 6.6.6 Switched 56 (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.7 Frame Relay Service and Asynchronous Transfer Mode (ATM) Data Services (M-O)

Frame Relay and ATM services shall be provided by an integrated architecture that provides common switching and transport for both. Under this architecture, the appropriate frame relay or ATM access options are selected, and the integrated network provides connectivity between any combination of access methods. The Contractor shall provide Frame Relay and Asynchronous Transfer Mode (ATM) high speed, wide area, data transfer services which allow for the transfer of variable length frames, or fixed length cells.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.6.7.1 Frame Relay (M-O)

Each Frame Relay circuit will be priced and provisioned with 0kps CIR. Additional CIR shall be purchased and provisioned in 4kps increments.

Local Loop circuits used to deliver Frame Relay are listed in Section 6.6.2 (Data Transmission Services). Frame Relay pricing in this section 6.6.7.1 shall not include the cost of the local loop circuit. Additionally, local loop circuits that are used for Frame Relay services shall not be subject to mileage charges.

Frame relay shall support the following management protocols:

- **LMI** - The original interim management protocol, uses DLCI 1023. LMI was specified by the Frame Relay Forum.
- **Annex D** - An ANSI T1.617 management protocol standard, uses DLCI 1. Annex D was specified by the ANSI T1.617 specification.
- **Annex A** – ITU-T Q.933 management standard protocol uses DLCI 0 to carry local link management information.

The contractor shall provide and support ATM and Frame Relay service inter-working. This service shall provide an Inter-Working Function (IWF) to provide the necessary protocol conversion between Frame Relay and ATM and be transparent to users. Local access, including mileage, shall be included in the service.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided:

Table 6.6.7.1a Frame Relay Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
DS0 Class of Service Port Termination (M-O)	DSO class of service UNI port at 56 Kbps (includes one PVC with two data link connection identifiers (DLCIs)		
Bidder's Description:			
DS1 Class of Service Port Termination (M-O)	DS1 class of service class of service UNI port at 1.536MKbps (includes one PVC with two data link connection identifiers (DLCIs)		
Bidder's Description:			
DS3 Class of Service Port Termination (M-O)	DS3 class of service UNI port at 44.21 MKbps (includes one PVC with two data link connection identifiers (DLCIs)		
Bidder's Description:			
Data Link Connection (each additional) (M-O)	DLCI, additional frame address		
Bidder's Description:			
InterLATA Frame Relay Committed Information Rate (CIR, 4kps unit) (M-O)	InterLATA Frame Relay CIR to be provided (and priced) in 4kps increments, beginning with 0kps.		
Bidder's Description:			
IntraLATA Frame Relay Committed Information Rate (CIR, 4kps unit) (M-O)	InterLATA Frame Relay CIR to be provided (and priced) in 4kps increments, beginning with 0kps.		
Bidder's Description:			

Table 6.6.7.1b Frame Relay Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

Frame Relay Services shall be compliant with applicable North American ANSI, ITU and Telcordia standards.

Service availability shall be statewide.

6.6.7.2 Asynchronous Transfer Mode Data Services (M-O)

The contractor shall provide and support Asynchronous Transfer Mode (ATM). Users shall access the service via a digital connection, or local loop, to an ATM port. Local loop connections used to deliver ATM are listed in Section 6.6.2. ATM pricing in this section (6.6.7.2) shall not include the cost of the local loop circuit. Additionally, local loop circuits that are used for ATM services shall not be subject to mileage charges.

If an authorized user requests an interLATA VCC or VPC connection, the Contractor will provide the transport needed between the LATAs with no mileage charge.

ATM Service shall include, at no additional cost:

- **Initial Virtual Channel Connection (VCC)** – the connection between the points where the ATM service users access the ATM layer.
- **Initial Virtual Path Connection (VPC) -** Contains virtual circuits that are to be switched together to a common destination such as an Interexchange Carrier
- **Unspecified Bit Rate -** No specific traffic related service guarantee.

Features of the ATM services shall include:

- Multiple Service Classes
  - Constant Bit Rate (CBR)
  - Variable Bit Rate – near real time (VBR-nrt)
  - Unspecified Bit Rate (UBR)
- Multiple Interface Rates (DS1, DS3, and OC3)
- VPC

- VCC
- Alternate routes within the network to recover from any transport failures.

There shall be no minimum bandwidth guarantee for UBR connections per definition of the service. The network shall be engineered to accommodate UBR subscriber traffic. The network shall be designed so that no UBR cells are lost under normal network operating conditions.

A PVC must be either CBR, VBR-nrt or UBR at both ends (i.e., CBR-to-CBR, VBR-to-VBR or UBR-to-UBR).

In addition to the above, the contractor shall provide and support Inverse Multiplexing. Inverse Multiplexing bonds together multiple T1s to provide an ATM port option between T1 and DS3. Not less than two and up to at least eight T1s shall be able to be bonded together to provide bandwidth options of 3 Mbps, 4.5 Mbps, 6 Mbps, 7.5Mbps, 9Mbps, 10.5Mbps, or 12 Mbps.

The Contractor shall provide and support Frame Relay and ATM Service Inter-working service used when interconnecting Frame Relay to ATM connections through the network to translate frame relay packets into ATM cells for ATM-attached devices.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The Contractor shall provide and support the following features:

Table 6.6.7.2a ATM Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
DS1 ATM Port (UNI) (M-O)	Physical interface for DS1 port.		
Bidder's Description:			
DS3 ATM Port (UNI) (M-O)	Physical interface for DS3 ATM port.		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			
UNI T1 – 3.0 megabit Inverse Multiplexing over ATM (IMA) (M-O)	3.0 Mbps Bandwidth		
Bidder's Description:			
UNI T1 – 4.5megabit IMA (M-O)	4.5 Mbps Bandwidth		
Bidder's Description:			
UNI T1 – 6.0 megabit IMA (M-O)	6.0 Mbps Bandwidth		
Bidder's Description:			
UNI T1 – 7.5 megabit IMA (M-O)	3.0 Mbps Bandwidth		
Bidder's Description:			
UNI T1 – 9.0 megabit IMA (M-O)	4.5 Mbps Bandwidth		
Bidder's Description:			
UNI T1 – 10.5 megabit IMA (M-O)	6.0 Mbps Bandwidth		
Bidder's Description:			
UNI T1 – 12.0 megabit IMA (M-O)	12.0 Mbps Bandwidth		
Bidder's Description:			
OC3c ATM Port (M-O)	Physical interface for OC3c ATM port.		
Bidder's Description:			
Virtual Channel Connection (each additional per port) (M-O)	Address for Virtual Channel Connection		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Virtual Path Connection (each additional per port) (M-O)	Address for Virtual Path Connection		
Bidder's Description:			
Constant Bit Rate (per Mbps) (M-O)	Specifies CBR connection		
Bidder's Description:			
Variable Bit Rate (M-O)	Specifies VBR-nrt connection (required to have Maximum Burst Size)		
Bidder's Description:			
OC12 ATM Port (M-O)	Physical interface for OC12 ATM port		
Bidder's Description:			
OC12 ATM Port (M-O)	Physical interface for OC48 ATM port		
Bidder's Description:			

Table 6.6.7.2b ATM Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

ATM service shall be compliant with all applicable ITU-TSS Specifications, ANSI standards including the ITU –T I.555 Frame Relay and ATM Inter-working recommendation and the ATM Forum User-Network Interface Specification Version 3.1.

The contractor shall provide internetworking at the Frame Relay User Network Interface (UNI) in accordance with the multi-protocol interconnection standards defined by IETF FRC 1483 and IETF FRC 1490, and in accordance with the internetworking agreement in FRF.8 FRFTC/94-026R3 of the Frame Relay Forum.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.6.7.3 ATM and Frame Relay Management Services (D)

The contractor shall provide the ability for Customers to gather information on their specific ATM and Frame Relay services. The Contractor's architecture shall provide Customer Network Management that includes proactive network health monitoring and management, real-time fault detection and isolation, change management and performance reporting.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided:

Table 6.6.7.3a ATM and Frame Relay Management Service Features (D)

Service	Service Description	Meets or Exceeds ? Y/N	Document/ Location
Customer Network Management (CNM) X-Terminal (D)	X-terminal (X-term) providing a comprehensive set of management/monitoring capabilities, including: • Real-time network map display • Usage parameters • Virtual pats • Alarm log files • Real-time performance monitoring and graphing • Historical performance and traffic reports • UNI information • Connection Endpoint • Customer defined labels • Customer privacy protected		
Bidder's Description:			
SNMP Service (inc. one Internet Protocol address) (D)	Simple Network Management Protocol (SNMP) Service provides a management view of the State user's Frame Relay network. The service provides real-time data reflecting frame relay network events. Database access via SNMP Management Information Base is also provided for retrieving configuration data. Since it is based on SNMP, it allows integration with most SNMP management application programs.		
Bidder's Description:			
Customer Network Management (CNM) Web Service (inc. one secure password) (D)	Customer Network Management (CNM) Web Service provides a secure World-Wide-Web site that the State user can access to obtain performance and configuration information on the Frame Relay Service. This is intended for State users that need to periodically review network performance and configuration. The information is updated weekly.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.7.4 Extended Frame Relay (M-O)

The Contractor shall provide and support Frame Relay as defined in section 6.6.7.1 for Interstate Frame Relay applications. The Bidder shall support the protocols of Extended Frame Relay service as defined in standards provided by ANSI and ITU (formerly CCITT) standards bodies. Connectivity shall be accomplished through Permanent Virtual Circuits (PVCs).

Service availability shall be nationwide

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided:

Table 6.6.7.4a Extended Frame Relay Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Fixed CIR PVCs (M-O)	These PVCs have a CIR ranging from 16 Kbps to 10.752 Mbps transmitted in excess of the CIR are marked "DE". It is important to note that in the absence of a network congestion situation, DE frames are treated the same as CIR frames. In the event of network congestion, DE frames receive lower priority than non-DE frames and may be discarded.		
Bidder's Description:			
Usage CIR PVCs (M-O)	Usage CIR PVCs are in effect Fixed CIR PVCs. The distinction is that rather than paying a fixed monthly fee for the PVC, billing is based on the number of megabytes delivered from the egress port.		
Bidder's Description:			
Zero CIR PVCs (M-O)	All frames carried over Zero CIR PVCs are marked "DE". DE traffic will only be discarded if congestion is encountered on the network. Additionally, the bursting capability of Zero CIR PVCs are limited only by the size of its access or the size of the frame relay port servicing that PVC, whichever is smaller.		
Bidder's Description:			

Table 6.6.7.4b Extended Frame Relay Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

This service shall be available throughout the United States.

6.6.7.5 Managed Frame Relay (M-O)

The Contractor shall provide a frame relay network management service that provides a single point-of-contact service for network design, implementation, installation, network management, and performance monitoring.

The Contractor shall provide tailored comprehensive WAN solutions for each location based on traffic load, usage patterns, transport requirements, and economics.

- Provide design for routed solutions for many LAN protocols in the Ethernet or token ring LAN environments
- Design, document and implement an IP addressing scheme for each managed router under contract as needed
- Define and implement a routing protocol for each specific LAN protocol to be routed based on traffic volumes, number of router sites or scheme that most efficiently optimizes the overall network performance
- Define all network filters. Custom filtering allows the customer to filter access to sensitive corporate information
- Define prioritization schemes. Prioritization allows for certain high-priority traffic to get bandwidth/routing preference over lower priority

The Contractor shall provide project management and installation services for the customer's WAN, router network and network monitoring. Contractor's installation services shall provide the necessary on-site support and remote technical assistance to ensure network connectivity and proper network operation.

The Contractor shall provide and support the existing equipment currently owned and utilized by state agencies. The Contractor may choose to replace the

existing CPE with a fully equivalent product line and provide identical support at no cost to the State.

The Contractor shall confirm their ability to monitor and manage the currently installed CPE listed in Exhibit 3-P of Section 3 of this RFP.

The frame relay network management service shall provide DGS/TD with responsive, integrated WAN and router networks, plus the ability to detect, report, analyze, and correct network problems. The networks shall be monitored in real time, using virtual connections between the State's network CPE and the Contractor's network management facility that provides dedicated network monitoring access and back-up network monitoring connections. Specific standard services to be provided by the frame relay network management system include:

- 7x24 Real Time Network Monitoring
- Fault Isolation
- Software Support
- Configuration Management
- Performance Analysis
- Hardware Maintenance

The Contractor shall provide Fault Management with Trouble ticket administration (open, status tracking, close) for service disruptions and single-point-of-contact support shall be provided for all services covered under Managed Frame Service (MFS) until problem is resolved.

The Contractor shall provide software support and shall track, test and maintain copies of software releases. Network will be upgraded to a newer software release as requested by the Customer or as needed for a bug fix.

The Contractor shall maintain the design and engineering configuration of the MFS portion of the network. MFS configuration management includes moves, adds or changes to a router or Frame Relay Access Device (FRAD) site.

The Contractor shall make MFS reports available and accessible by authorized customer users on-line via a standard Web-browser-equipped PC or workstation 24 hours a day, seven days a week. Reports shall show historical trends such as loss of data, errors, and over-or-under utilization.

Customer Premise Equipment – For new installations of Managed Frame Relay, CALNET Customers may not purchase or lease managed frame non-proprietary CPE, such as Cisco and Kentrox equipment, through the CALNET

II contract. Customers are required to use other procurement vehicles, such as CMAS.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided:

Table 6.6.7.5a Managed Frame Relay Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Real time Network Monitoring and Management DS1 (M-O)	Contractor shall provide real time Network Monitoring and Management of DS1 service through the use of Simple Network Management Protocol (SNMP) based management systems. Provide real time, graphic-oriented network management of the installed SNMP Manageable CSU/DSUs, network routers and communication links.		
Bidder's Description:			
Real time Network Monitoring and Management DS3 (M-O)	Contractor shall provide real time Network Monitoring and Management of DS3 service through the use of Simple Network Management Protocol (SNMP) based management systems. Provide real time, graphic-oriented network management of the installed SNMP Manageable CSU/DSUs, network routers and communication links.		
Bidder's Description:			
Real time Extended Frame Relay Monitoring and Management (M-O)	Contractor shall provide Real Time Frame Management Frame Relay Monitoring and Management through the use of Simple Network Management Protocol (SNMP) based management systems. Provide real time, graphic-oriented network management of the installed SNMP Manageable CSU/DSUs, network routers and communication links.		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Bidder's Description:			

Table 6.6.7.5b Managed Frame Relay Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Hardware Maintenance (D)	Contractor shall provide quick delivery and installation of failed hardware or parts to correct network problems. Contractor to provide proposed hardware maintenance plans as follows: • Level 1--8am -5pm Monday through Friday; next business day hardware maintenance/ replacement • Level 2--8am -5pm Monday through Friday; 4 hour Mean Time to Clear (MTTC) Level 3--24 hours a day by 7 days per week; 4 hour MTTC		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.7.6 Extended ATM (M-O)

The Contractor shall provide ATM services for Interstate ATM applications. ATM service shall be compliant with all applicable ITU-TSS Specifications, ATM Inter-working recommendation and the ATM Forum User-Network Interface Specification Version 3.1.

Service availability shall be nationwide.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided:

Table 6.6.7.6a Extended ATM Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Permanent Virtual Circuits (M-O)	Extended ATM Service supports ATM UNIs (User Network Interface). This interface enables the Contractor to support customer network access at 1.544 Mbps (DS-1), nx1.544 Mbps (nxDS-1), 45 Mbps (DS-3) and 155 Mbps (OC-3; Optical Carrier Level 3). Contractor shall support multiple service classes that are each specifically designed to provide the most efficient transport and use of network resources for a particular requirement.		
Bidder's Description:			
Extended ATM is capable of simultaneously delivering the following Service Classes through a single ATM interface:			
Constant Bit Rate (CBR) (M-O)	Low cell loss potential, low delay variation, and connection oriented (CO). CBR service is intended to provide customers with services characteristic of private lines. This service class emulates private lines.		
Bidder's Description:			
Variable Bit Rate - Non Real Time (VBR-nrt) (M-O)	Low cell loss potential, high delay variation, and connection oriented (CO). VBR-nrt service is intended to provide customers with high speed frame relay or multiprotocol-like service suitable for LAN internetworking.		
Access Interfaces			
DS-1 (1.544 Mbps) - unchannelized (M-O)	Connection at 1.544 Mbps		
Bidder's Description:			
nxDS-1 (1.544 Mbps) (M-O)	Connection at multiple DS1 rates		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
DS-3 (45 Mbps) (M-O)	Connection at 45 Mbps		
Bidder's Description:			
OC-3 (155 Mbps) (M-O)	Connection at 155 Mbps		
Bidder's Description:			

Table 6.6.7.6b Extended ATM Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite (D)	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.8 Intentionally Left Blank

6.6.9 Digital Subscriber Line (DSL) (M-O)

The Contractor shall provide Digital Subscriber Line (DSL) service. The Contractor shall provide, at a minimum, the following:

- Asymmetrical with 128Kbps upstream and 384 Kbps downstream. (M-O)
- Asymmetrical with 1.544 Mbps downstream and 384 Kbps upstream. (M-O)
- Symmetrical at 384 Kbps. (M-O)
- VPN site-to-site connectivity solutions (non-Internet traversing) (D)

Service shall meet ANSI T1.413 standards.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.6.10 Video Conferencing (M-O)

Contractor shall provide video teleconferencing services to meet the various needs of customers. Most State agencies use either switched services or dedicated video conferencing. Switched services are predominantly provided using standard ISDN dial up lines and inverse multiplexing to provide the necessary bandwidth. Dedicated video conferencing in the State uses fixed bandwidth from the agency to the Contractor's service for connections to other locations using a preset arrangement with the Contractor.

The Contractor shall provide a flexible solution that will allow connections to other video conferencing networks outside of the Contractor's service. The Contractor's video conferencing service shall provide for multiple simultaneous connections on a bridge and the necessary protocol conversions for connecting dissimilar equipment. All video conferencing solutions provided by the Contractor shall be open standards based as set by the ITU and IETF.

Contractor's video conferencing services shall be available throughout the US.

The State's current ISDN video conferencing systems shall be supported. Listed below are the minimum protocols required to be supported.

H.320: The ITU standard for ISDN conferencing includes:

H.320 ITU Standards for Video Conferencing

Audio:	**G.711, G.722, G.722.1, G.728**
Video:	**H.264, H.263, H.261**
Data:	**H.239, T.120**
Control:	**H.221, H.231, H.242, H.243**

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided:

Table 6.6.10a Video Conferencing Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Meet Me (M-O)	Provides each location a specific number to dial where parties will join for the video conference.		
Bidder's Description:			
Dial-Out (M-O)	Contractor's video support center will dial each party of the video conference call and connect them into the call.		
Bidder's Description:			
Gateway (M-O)	Allows subscribers to place video conference calls with parties not subscribing to their service. Contractor's video support center will provide each party with a specific number to call and meet the conference participants.		
Bidder's Description:			
Int'l –700 Meet Me (M-O)	Allows international locations to make video calls to the U.S. using the Contractor provided video gateway.		
Bidder's Description:			
Digital 8XX (M-O)	Allows other users with LEC access (BRI and Switched 56) to connect to subscribed video conferencing users.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Unattended Call Setup (M-O)	A Call Type enables the customer to establish a video conference call without the assistance of the Contractor's video conference center. Unattended Call Setup is only available for "Meet Me" video conference calls.		
Bidder's Description:			
Standard Call Setup (M-O)	A Conferencing Specialist from the Contractor's video call center will greet each caller, assist participants, perform a roll call of all participants and notify the conference leader when all participants are present. At the completion of the Roll Call, the Conferencing Specialist will disconnect from the call. If assistance is need during the conference, the customer can contact conferencing assistance. H.320, SG3, CTX & CTX+ algorithms shall be supported. If additional support is required, clients can contact the Contractor's video conferencing center via a Toll Free number.		
Bidder's Description:			
Premier Call Setup (M-O)	A Conferencing Specialist from Contractor's video conference center will greet each caller, assist participants in connecting, perform a roll call of all participants and notify the conference leader when all participants are present. At the completion of the Roll Call, the Conferencing Specialist shall remain online until the conference has been completed. Conference monitoring shall be available for H.320, SG3, CTX & CTX+ algorithms.		
Bidder's Description:			
Video Scheduling (M-O)	Allows a customer, to reserve all conference activities taking place in the room via the Contractor's Video Conference Center. Room activities to be provided include the standard reservations (i.e. Multipoint, & Gateway) as well as Point-to-Point and non-video meetings.		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			
Customer MCU Cascading (M-O)	Customer MCU Cascading provides the functionality to connect multiple Multipoint Control Units when necessary to expand the port requirements of a given conference. This service connects the Contractor's MCU to a client's MCU in order to expand the client's MCU port capabilities. Clients must also have compatible cascadable ports available on their bridge for this feature to be supported.		
Bidder's Description:			
Transcoding (M-O)	Transcoding enables a participant to take part in a conference even though they communicate via unlike compression methods or dissimilar codec speeds. Converts the client's codec algorithm or speed to match with the other participants in the videoconference.		
Bidder's Description:			

Table 6.6.10.b Video Conferencing Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Public Rooms (D)	Contractor provided "Toll Free" number for clients to have a single point of contact for access to public and private rooms, as well as all of the Contractor's conferencing services. Customers shall be able to dial a standard reservation number to reserve public rooms.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.7 DATA NETWORK OPERATIONS AND MANAGEMENT

6.7.1 General Description (M-O)

The State must be assured that the proposed data network meets established industry standards. The Bidder shall provide a description of its network operations and management.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.7.2 Security (M-O)

The State expects stringent security standards, based upon the transmission of confidential or sensitive data. Most security requirements are based on the potential for fraud or disruption of State services if either a physical network or transmitted data were compromised. The Contractor shall provide DGS a written copy of their network security plan. The security plan shall include the steps the Contractor will take to prevent public access to highly sensitive and confidential data that will be traversing the network.

The Contractor's comprehensive security proposal shall include:

- Current state-of-the-art security standards applicable to proposed solutions to be updated in line with the industry.
- Managed Authentication Services
- Managed Firewall services
- Managed Intrusion Detection Services
- Managed Intrusion Prevention Services
- Managed Anti-Virus
- Managed Web Content Services
- Managed SPAM filtering
- Vulnerability Assessments

- System Health Monitoring
- Security Audits
- Network Audits
- Network Security Training
- Security Administration
- Support all current and future US encryption standards
- Security Event Correlation
- Physical site security

The Contractor will provide subject matter experts and sales professionals at no cost to the State to assist the individual agencies with individualized security solutions.

The Contractor's security plan will be evaluated on a by how well the Bidder's solution addresses each of the components above and will be graded on a "pass/fail" basis.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.7.3 Data Network Disaster Recovery and Emergency Operations (M)

DGS will have the option to select the restoration of State service in the event of an emergency. Public safety agencies, major data centers, agencies with supporting roles during disaster or emergency operations, and agencies with significant roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies.

The Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all CPUC and FCC requirements. The Contractor shall utilize the DGS/TD provided State requirements below to develop, document and submit an Operational Recovery Plan that reflects the State's mission critical needs. A draft Operational Recovery Plan shall be submitted with the final

proposal and a final Operational Recovery Plan shall be submitted within 90 days of Contract award (refer to the proposed Contract in Appendix B, Section 76)

The purpose of the Operational Recovery Plan is to assure the continuity of telecommunications services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly migration toward the resumption of all contracted services. It is essential that service be restored as soon as possible, and the services most critical to State operations remain operational during efforts to achieve full service recovery.

The Contractor shall submit to DGS-TD an Operational Recovery Plan for data operations and management that must address, at a minimum, four topic areas: (1) summarization of Contractor strategy for managing disaster situations; (2) distinct management and staff assignment of responsibilities immediately following a disaster and continuing through the period of re-establishment of normal operations; (3) prioritization for the recovery of critical services; and (4) operational procedures documented in a systematic fashion that will allow recovery to be achieved in a timely and orderly manner.

The Operational Recovery Plan shall include, at a minimum:

1. Administrative Information - An introduction to the use of the plan, setting forth procedures for updating and distributing the plan, as well as describing the process for periodic testing of the plan.

2. Recovery Strategy - A brief narrative of the strategy for managing the disaster situation, which may include, for example vendor agreements, backup and recovery service agreements, etc.

3. Damage Recognition – A description of the anticipated emergency response actions immediately following the disaster including notifying agency staff that are members of an emergency management team that a serious loss or interruption in service has occurred, establishing a focal point for coordinating the recovery program, and disseminating information and assembling personnel.

4. Damage Assessment - An explanation of the procedures and personnel to be deployed to assess the damage and determine the level of severity of the incident.

5. Mobilization Of Personnel – Detail the staff and management responsibilities, including team and individual assignments of responsibility by area of expertise for both Contractor staff and DGS-TD staff.

6. Recovery Plan Implementation - The operational procedures that will allow service recovery to be achieved in a timely and orderly manner. The process shall describe the possible methods for recovering the critical services including the process for suspending non-critical services and any relocation to an interim site.

7. Full Service Restoration – Describes the procedures to be followed after the interim service failure has stabilized. The intent is to provide a framework for restoring full services.

- Appendices - A variety of appendices may be attached to the plan. The plan sections described above should contain static procedures, while the appendices may contain operational information that would need periodic updating. Some examples of content are: (1) emergency action notification information containing the names and phone numbers of the various management, staff and specialty team members; (2) damage assessment or disaster classification forms intended to function as a guide to supplement/support the management decision process; (3) any data communications network routing information necessary for providing interim service.

  Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

  Reference: document_____
  location_____ page_____ paragraph_____
  Description:

6.8 ALTERNATE TECHNOLOGIES

The DGS/TD considers the convergence of voice and data services to be very important in how services should ultimately be provided within California government; however, it is determined to be risky and impractical to move on a wholesale basis from the current environment directly to converged services that could have a significant fiscal or operational impact upon government agencies.

Many discussions were held about the right time for the State to implement converged services, and how that could best be accomplished. The DGS/TD recognizes that some customer agencies are anxious to converge services as soon as possible (a very small number already have some converged services), while there are many other customers that may not require a move to convergence for quite some time because it is not necessary to meet their business needs and/or it is not cost effective. For instance, some services that hold promise for eventual statewide benefit such as Voice over Internet Protocol (VoIP) and integrated messaging, are not

yet ready for mainstream implementation in State government at present, but are most likely initially useful on a limited basis for specific customers.

There are also many regulatory issues, cost, usage and deployment factors that make wholesale convergence a difficult and daunting prospect. The regulatory environment is uncertain. Changes to the Federal Telecommunications Act of 1996, and other Federal Communications Commission (FCC) and California Public Utilities Commission (CPUC) rules on Internet Protocol (IP) based services, local access, the cost of reselling other telephone exchange carriers' facilities-based services, and other issues that are rapidly changing the telecommunications environment are not reliably predictable by industry analysts. The State will need to monitor, evaluate and act appropriately on these issues as they evolve and become more established.

Therefore, in most cases, to avoid risks to customers and/or potential service interruptions, it is not in the best interests of the State to immediately implement converged services that may not be sufficiently mature, to make fundamental shifts where regulatory issues have not been resolved, or where costs are significant or unable to be clearly quantified. These factors will need time to be resolved to avoid needless risk to operations or expenditure of unnecessary funds by moving too quickly.

The CALNET II Contract is expected to provide the means and the flexibility for government customers to obtain converged services (such as VoIP) when the time is right within their organizations to do so, rather than imposing a global statewide requirement upon transition to the new MSA. Provisions will be made to pilot or otherwise begin to gradually incorporate converged services for those agencies that have identified business needs and are ready. The DGS/TD also plans to work with customers on an ongoing basis to assess VoIP and similar services and technologies in specific pilots and trials, evaluate the results and the potential for customer-specific or statewide applications under the CALNET II Contract. For responders to this RFP, this approach is very important to consider in developing proposals and transition plans.

6.8.1 Voice Over Internet Protocol (VoIP) (M-O)

The DGS/TD plans to work with customers on an on-going basis to assess VoIP in specific pilots and trials, evaluate the results and the potential for customer-specific or statewide applications. The Contractor shall provide a full turnkey VoIP solution that includes design, analysis, hardware, circuits, installation, training, and ongoing maintenance and upgrades including E9-1-1 compatibility.

The standard VoIP offering should include the following features:

- **Off-net to On-Net and On-Net to Off-Net calling** – Allows calls from and to the public switched network.

- **Standard Phone features set**

- **Call Hold –** Allows you to "hold" the call so the other person can't hear you and return to the conversation.
- **Call Transfer** –Allows you to transfer a call from your phone to another extension.
- **Call Waiting** – notification that call is coming in while you are speaking on the phone. Allows you to put current call on hold and answer the new one
- **Call forwarding** – Allows an incoming call to be sent elsewhere.
- **Caller ID** – As call comes in the phone number of calling party is displayed.
- **Conference Calling** – Connecting 3 or more people into one phone conversation.

- **Security**
  - **Encryption** – Transforms data into unreadable form that is only readable with the decryption code.
  - **Authentication** – Process of determining the identity of a user attempting to access a system.
  - **Firewall Security gateway -** System that enforces a boundary between two or more networks.
  - **Man in the Middle (MITM) Prevention** – Security systems that prevent MITM attacks in which an attacker is able to read, and modify at will, messages between two parties without either party knowing that the link between them has been compromised.
  - **Distributed Denial of Service (DDoS)** – Security systems that prevent (DdoS) where a multitude of compromised systems attack a single target.
  - **Buffer Overflow Attack Prevention** – Security systems that prevent buffer overflow attacks where extra data is sent that contains codes designed to trigger specific actions, sending new instructions to the attacked computer that could damage the user's files, change data, or disclose confidential information.

- **E911 Compliance –** Provides automatic location information (ALI) to the 911 operator. Contractor shall maintain and provide a database to identify telephone locations to the PSAPs.
- **Protocols –** Protocols supported shall be ITU or IETF standards based. The Contractor shall identify the platform and the protocols.

- **Call Detail Recording** - Collects and records information on outgoing/incoming phone calls

- **Standards Based System** – This service shall be open standards base as set by the ITU and IETF.
- **Technical Requirements** - The service shall meet the technical requirements listed below. Performance shall be verified through reports provided by the Contractor.
  - **Availability** – 99.999%
  - **Measurement** – Adhere to the requirements set forth in Section 6.15
  - **Jitter (delay variance) –** Less than 60 ms
  - **Packet Loss –** Maximum 1%
  - **Latency/Delay –** 150ms one way
  - **Mean Opinion Score ITU P.800 –** 3.6 or above
  - **Dial Tone Delay** – Not to exceed 3 seconds for any call
  - **Call Setup Time –** Not to exceed 3 seconds for any call
  - **Echo Cancellation** – Embedded echo cancellation to published ITU-T recommendations.

The Contractor shall describe its full VoIP offerings, including the identification its VoIP proprietary handsets.

The Contractor shall provide data network designs and diagrams for the proposed VoIP solution. These drawings shall be provided in both electronic format and hard copy. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. Hard copy drawings shall be provided in Standard E size. Drawings shall include both topology and logical representations of all critical network backbone elements to include, but not limited to, the following:

- Geographic location of equipment
- Type and capacity of equipment at each location including any backup systems
- Circuit route
- Circuit size/ bandwidth
- Circuit type
- Unique identifier for each element
- Layer 2 protocols and QoS when applicable

In addition, the Contractor shall provide a description/methodology to address the following issues:

- Support of QOS metrics
- Signaling protocols supported
- Ubiquity – the Contractor's (and affiliate's) ability to provide services throughout the state.
- Scalability – the ability to handle increased demand.
- Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

- Redundancy
- Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.
- Transition Migration – the ability to transition customers.
- Backward Compatibility
- Security – the ability to ensure a physically and logically secure network and its network management platforms, from both inadvertent and malicious attacks from inside and outside the Bidder's organization.
- Local access options.

The Contractor shall provide 3 hard copies and 1 electronic copy with the proposal.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The minimum feature requirements of the VoIP service to be provided by the Contractor include the following:

Table 6.8.1a VoIP Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.8.1.1 Central Office Network Based VoIP Design Model (M-O)

For design purposes, the Contractor shall use the following information to create a service proposal design. This solution shall be designed using the Greenfield approach. For the purposes of this design, the Contractor shall assume that all interior and exterior pathways are provided and in place.

This solution shall be network based where all major components reside at a central office or off premises location

The model consists of 6 separate sites with a combined total of 400 users. Locations and headcounts are as follows:

Sacramento	100 phones
Los Angeles	100 phones
San Francisco	80 phones
San Jose	50 phones
Redding	20 phones
Santa Barbara	50 phones

The Bidder shall describe its VoIP design architecture, components and services necessary to provide a VoIP solution for the above application as described in 6.8.1 above.

Contractor shall be responsible for all maintenance and upgrades required to support clients needs. The contractor shall provide a separate price of moves, adds or changes. Moves shall include any infrastructure and equipment reconfigurations or enhancements to facilitate relocation of voice services within the same site. Changes are any programming or feature reconfigurations throughout the network. Additions shall include any infrastructure and equipment enhancements to facilitate addition of seats throughout the entire network.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.8.1.2 Premises Based Fully Managed VoIP Design Model (M-O)

For design purposes, the Contractor shall use the following information to create a service proposal design. This solution shall be designed using the Greenfield approach. This solution shall be premises based where all appropriate components reside at the customer site. For the purposes of this design, the Contractor shall assume that all interior and exterior pathways are provided and in place.

Contractor shall include any upgrades to site electrical power to insure compliance with the technical requirements.

The model consists of 6 separate sites with a combined total of 400 users. Locations and headcounts are as follows:

Sacramento	100 phones
Los Angeles	100 phones
San Francisco	80 phones
San Jose	50 phones
Redding	20 phones
Santa Barbara	50 phones

The Bidder shall describe its VoIP design architecture, components and services necessary to provide a VoIP solution for the above application as described in 6.8.1 above.

For the purposes of this model growth is limited to 15%.

Contractor shall be responsible for all maintenance and upgrades required to support clients needs. The contractor shall provide a separate price of moves, adds or changes. Moves shall include any infrastructure and equipment reconfigurations or enhancements to facilitate relocation of voice services within the same site. Changes are any programming or feature reconfigurations throughout the network. Adds shall include any infrastructure and equipment enhancements to facilitate addition of seats throughout the entire network.

Since this is a fully managed service, the contractor shall not list and price any specific hardware or software components. However, the Contractor may identify any additional features and functionality included in the basic phone

sets as well as additional services and features listed in the desirable section of Section 7.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.8.2 Multi Protocol Label Switching (MPLS) Services (D)

The State is interested in the integrated support of existing legacy technologies such as Frame Relay and ATM with new Ethernet services. For private networking, Frame Relay/ATM and Ethernet are the most important network technologies in today's networks. MPLS integrates Ethernet and Frame Relay/ATM traffic over a single shared infrastructure to allow service providers to offer new Ethernet services and support Frame Relay/ATM services at the same time. The Contractor shall describe its MPLS offering.

The Contractor shall provide MPLS integration for data network services identified in this section.

The MPLS solution presented shall comply with industry definitions and/or standards as set by the IETF to include the following features:

- Remote VPN tunneling
- Voice call processing
- Video bridging
- Multicast
- Internet & Extranet access
- VPN management
- Non IP Traffic (SNA, Appletalk, IPX)
- Encryption
- Authentication

- Firewall features

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.8.2.1 MPLS Design Model (D)

For design purposes, the Contractor shall use the following information to create a service proposal design. This solution shall be designed with the assumption that all customer network infrastructure is in place and circuits are being provided under this contract.

The network for this model utilizes a DS1 carrier utilizing Frame Relay in a fully meshed topology.

The model consists of 6 separate sites with a combined total of 400 users. Locations and headcounts are as follows:

Sacramento	100 users
Los Angeles	100 users
San Francisco	80 users
San Jose	50 users
Redding	20 users
Santa Barbara	50 users

The Contractor shall provide data network designs and diagrams for the proposed MPLS solution.

These drawings shall be provided in both electronic format and hard copy. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. Hard copy drawing shall be provided in Standard E size.

Drawings shall include both topology and logical representations of all critical network backbone elements to include, but not limited to, the following:

- Geographic location of equipment

- Type and capacity of equipment at each location including any backup systems
- Circuit route
- Circuit size/ bandwidth
- Circuit type
- Unique identifier for each element
- Layer 2 protocols and QoS when applicable

In addition, the Contractor shall provide a description/methodology to address the following issues:

- Support of COS and QOS metrics
- Signaling protocols supported
- Ubiquity – the Contractor's (and affiliate's) ability to provide services throughout the state.
- Scalability – the ability to handle increased demand.
- Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.
- Redundancy
- Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.
- Transition Migration – the ability to transition customers.
- Backward Compatibility
- Security – the ability to ensure a physically and logically secure network and its network management platforms, from both inadvertent and malicious attacks from inside and outside the Bidder's organization.
- Local access options.

The Contractor shall provide 3 hard copies and 1 electronic copy with the proposal.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.8.3 Managed IP Based Video Conferencing Services (D)

The Contractor shall provide an open-systems, standards based, IP videoconferencing service solution. The Contractor must clearly identify which protocol(s) their system supports. No proprietary solutions will be accepted.

The service shall support interoperability with ISDN based H.320 videoconferencing systems via gateway services. This service shall be able to support any combination of IP and User/PSTN defined E.164 addressing plans and support "700" direct inward dialing via the PSTN. The service shall be compatible with existing customer IP addressing plans and accommodate secure traversal or customer owned firewall and NAT devices.

This service is considered a usage-based fee for service solution with a monthly recurring connection charge. The Contractor shall provide usage base pricing for each of the features listed below. Customer premise equipment shall be purchased by the State through other equipment contracts such as CMAS and should not be included in this section.

The basic IP based video conferencing session shall be an unattended session. That is, the customer shall be able to set up a conference without the assistance of a Conference Specialist.

Service shall meet the standards defined by the ITU or IETF. This system shall be supported statewide.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Table 6.8.3 Managed IP based Video Conferencing Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Standard Session Support (D)	A Conferencing Specialist will greet each caller, assist participants in connecting, perform a roll call of all participants and notify the conference leader when all participants are present. At the completion of the Roll Call, the Conferencing Specialist will disconnect from the call. If technical assistance is needed during the conference, the customer can contact a Conferencing Specialist for assistance.		
Bidder's Description:			
Premier Session Support (D)	A Conferencing Specialist will greet each caller, assist participants in connecting, perform a roll call of all participants and notify the conference leader when all participants are present. At the completion of the Roll Call, the Conferencing Specialist shall remain online and provide technical assistance until the end of the conference.		
Bidder's Description:			
Network MCU Services (D)	MCU services allow for the support of multiple IP based video and audio conferencing sessions in a multipoint arrangement. This is accomplished through a centralized system of provider based equipment and software.		
Bidder's Description:			
MCU Cascading Services (D)	Allows for support of distributed videoconferencing arrangements utilizing a combination of customer owned and Network based MCUs.		
Bidder's Description:			
Gateway Services (D)	This service allows for the interconnection of IP based videoconference sessions with ISDN based videoconferencing sessions connecting via the PSTN. This is accomplished through use of a specific number to call where parties can join.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Transcoding Services (D)	This feature enables a participant to take part in a conference even though they communicate via unlike compression methods or dissimilar codec speeds. Converts the customer's codec algorithm or speed to match with the other participants in the videoconference.		
Bidder's Description:			
Conference Scheduling Services (D)	Network wide scheduling of audio/video conferencing sessions shall be available through any combination of web-based, e-mail or phone initiated methods.		
Bidder's Description:			
Local Access Charges (D)	Provide any monthly recurring costs associated with interconnection of the customer site to the video network (local access).		
Bidder's Description:			

Quality of Service Objectives

Availability shall be 99.999% and shall be met through adherence to the following measurements.

- Packet loss shall be less than .10 % (one tenth of one percent)
- Latency shall be less than 130 milliseconds in all cases
- Jitter shall be less than 10 milliseconds in all cases

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.8.4 Net Conferencing (D)

The Contractor shall provide and support Net Conferencing. The service shall provide a visual element allowing data (text, documents, data or images) to be viewed, shared or collaborated on by participants via the Internet. This service shall be available as stand alone functionality or operate concurrently with audio conference calls. This service shall be available in tiered levels supplying various levels of support. This service shall support extra security with Secure Sockets Layer (SSL) encryption.

Net Conferencing standard features are as follows:

- **Virtual Meeting Room -** Allows the host to view where the participants are "seated".
- **Meeting View -** Conference calls can be monitored via the Internet through online polling, Q&A, and chat functions.
- **Meeting Transcript -** Enables the presenter to send out an email with all the meeting information, documents, notes, polls and questions.
- **Edit documents real-time -** Make real-time changes to documents while participants remain in 'view only' mode.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Table 6.8.4.1 Net Conferencing Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Reserved Net Conferencing (D)	Requires advance reservation, provides the assignment of password to allow participants access. Allows the presenter to select which privileges each participant receives. Can be fully supported by a Net Specialist that can provide online help during the conference. Certain features are only available with Reserved Net Conferencing including Conference Coordinator and Net Conference Replay.		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			
Instant Net Conferencing (D)	Instant Net Conferencing enables you to establish a net conference within seconds by using an established meeting number. This feature should allow you to reuse the same Meeting Number, or set up new ones for better security.		
Bidder's Description:			
Conference Coordinator (D)	Coordinator who will post text, data, documents or images for a reserved conference call.		
Bidder's Description:			
Net Conference Replay (D)	Net conference Replays record and synchronize the audio and data portions of the meeting. The Net Replay is then available via the Internet. Net Replays can be viewed with a Real Player or Windows Media Player.		
Bidder's Description:			

6.9 CABLE AND WIRE SERVICES

The CALNET II RFP includes provisions for simple inside wiring services specifically associated with provisioning of CALNET II circuits, emergency restoration support for the State's Sacramento downtown fiber loop, Underground Service Alert lookup support, access support for the State's outside plant copper facilities, and services related to hourly support. These services are described below.

6.9.1 Simple Wiring Services, Extended Demaracation (M-O)

The Contractor shall provide simple wiring services to support the network services covered by this RFP for all client occupied buildings where services under this Contract are being offered. Simple wiring services are wire/cable related activities required to extend the demarcation point to the customer defined jack location or cross-connect point from the Contractor's MPOE. Simple wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Simple wiring shall also include associated trouble shooting, testing and labeling. Simple wiring services are limited to the following:

a) Installation of cabling for extending network interfaces from the MPOE location to the customer's point of utilization.

b) Installation of cross connects or rearrangement of existing jumpers.

c) Identification and testing of existing cabling beyond the MPOE to the customer's equipment location.

d) Rearrangement, relocation or installation of telephone cabling for no more than 12 extensions within the same building on the same order. Orders for more than 12 extensions of equivalent services may not be split into multiple orders of 12 or less.

The Contractor shall not be required to complete simple wiring from the MPOE to the extended DMARC location:

a) The wire/cable pathway is blocked, and cannot be cleared without significant effort or damage to the customer site.

b) The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the client's staff.

c) Upon written release provided by either the client or by DGS/TD.

Contractor shall provide a price in Section 7 (Costs) as provided for within the cost table for all labor and materials required for simple wiring services necessary to complete the provisioning of one line side service extension as described in Section 6.4.1. Contractor shall provide one price for service extensions with copper and one price for service extensions with fiber optic cable.

NO OTHER WIRING OR CABLING INSTALLATION ACTIVITIES ARE INCLUDED IN THIS RFP.

Wiring will be installed according to industry standards and cabling recommendations published in the State Telecommunications Management Manual Facilities Management Chapter 0602.0 Uniform Building Cabling/Wiring (STMM) current at the time of this RFP and as periodically updated by DGS/TD. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.9.2 DGS Sacramento Fiber Loop Facilities (D)

The State currently owns installed fiber in the Sacramento metropolitan area known as the DGS Downtown Fiber Loop. The loop is constructed of 72-fiber cable, consisting of both multi-mode and single mode fiber strands. The cable is arranged to form a continuous loop connecting 12 of the major State owned buildings. An additional 14 buildings are attached to the loop in a "hub and spoke" arrangement. (See Table 6.9.2) The fiber loop and spurs are typically routed into a building's main telephone room, and terminated within secure fiber optic patch panels. A detailed drawing will be supplied.

The Contractor shall not use the DGS Sacramento Fiber Loop or its supporting substructure for delivery of CALNET II services to agencies. However, as a desirable option the Contractor shall provide 1) locating and marking services, and 2) emergency restoration services, as specified below.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.9.2.1 Locating and marking service (D)

The Contractor shall provide a monthly recurring or a per ticket price or both to "locate" and "mark" the State underground utilities identified in Table 6.3.5.2 in accordance to the requests from Underground Service Alert (USA). This service shall be provided throughout the term of this contract.

An estimate of the existing fiber facilities is provided in Table 6.9.2, which is available to pre-qualified Bidders upon request to the Procurement Official listed in RFP Section 1.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.9.2.2 Emergency Restoration Services-Fiber Loop (D)

Contractor shall provide emergency restoration services for the outside plant portion of the 72-strand DGS Fiber Loop and its associated fiber spurs. The Contractor may propose variations of these requirements but should clearly identify all aspects for evaluation.

Emergency restoration services should consist of the following:

- Maintaining a 24-hour, 7 day per week trouble reporting/repair initiation number.
- Dispatch of a site supervisor to the location of damages/repairs within 2 hours of the reported trouble.
- Site supervisor shall prepare initial estimate of repairs for DGS approval.
- Coordination and execution all aspects of the repair
- Repair activities commencing no later than 4 hours after reported trouble
- Obtaining all necessary permits and traffic approvals
- Conduit/vault installation or repair
- Submission of optical test documentation verifying successful repair.

If bid, the Contractor shall provide any monthly recurring cost for this service in the cost table of Section 7.

If bid, the Contractor shall provide an hourly rate schedule for all applicable labor classifications and an hourly rate schedule for all applicable equipment in the cost table of Section 7.

If bid, the Contractor shall also provide in Section 7 pricing for purchase of an emergency restoration repair kit consisting of the following items:

1) 700 feet of 36 strand 62.5/125 um loose-tube outside plant cable.
2) 700 feet of 36 strand single-mode loose-tube outside plant cable.
3) 700 feet of 6 strand 50/125 um outside plant grade cable.

4) Two outside plant fiber splice enclosures with splice trays and consumables capable of accommodating 72 strand to 36/36/6 strand fusion splice interconnection.

This pricing shall include Contractor provided storage for the DGS purchased emergency restoration materials over the term of the contract. Material shall be returned to DGS designated location at the end of the contract.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.9.3 DGS Outside Plant Copper Facilities (M)

DGS/TD owns conduit structures and copper cabling in Sacramento. These facilities are available to the Contractor to provide services covered by the CALNET II contract.

The conduit structure in Sacramento is extensive and is used for telephone access, data, and alarm circuits. DGS/TD also uses a part of the heating and cooling tunnels in Sacramento to distribute telephone and data facilities. An estimate of the existing facilities is provided in Table 6.9.3, which is available to pre-qualified Bidders upon request to the Procurement Official listed in RFP Section 1.

The contractor may use the existing conduit structure and cabling in Sacramento for the duration of the Contract for the sole use of CALNET II related services.

If the contractor chooses to utilize the Sacramento facilities, any improvements, augmentation, modification, or repair to this cable plant shall be made at the expense of the contractor and will become the property of the State. The contractor shall ensure that all outside plant cabling is compliant with current State and National Fire and Electrical codes, and shall correct any code compliance issues prior to use. Any improvements, augmentation, or modifications must be approved by DGS.

Additionally, regardless of the Contractor's intent to utilize the Sacramento facilities, the contractor shall maintain and repair these cables and conduits throughout the term of the contract. The contractor shall maintain current documentation of the cable/conduit plant and track this information in an inventory database. Documentation shall identify all

improvements, augmentation, modifications, and repairs. This inventory and documentation shall be made available to the State upon request by hard copy and electronic format.

The Bidder shall identify their intent of use in their response and provide a general description of how the facilities will be used.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.9.3.1 Underground Service Alert Lookups (M)

As a condition of the CALNET II award and at no cost to the State, during the term of this contract, the Contractor shall "locate" and "mark" all facilities identified in Table 6.9.3 for the State in response to requests from Underground Service Alert (USA) and in accordance with USA's requirements. The Contractor shall also "locate" and "mark" any other telecommunications facilities carrying traffic derived from the services provided by this contract.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.9.3.2 Access to Facilities (M)

Upon request from DGS/TD and at no charge to the State, the Contractor must provide access to these conduit/manhole facilities within three days of receipt of the request except in emergency situations which could require access in as little as 2 hours. This service from the Contractor shall include all tools, equipment, and manpower required to safely and expediently enter any manhole or service entrance.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.9.4 Lease Back of State Property (Mandatory if Contractor utilizes State's copper facilities)

Some solutions to State network requirements may be based on use of the copper facilities located on state property in Sacramento. These facilities in Sacramento may be made available for solutions that result in lower network/service cost to the State. To use this facility, the Contractor must negotiate with DGS to lease the space at a fair market rate.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.9.5 Services Related Hourly Support (M-O)

The Contractor shall provide labor for the diagnosis and repair of services listed in this contract. Any work performed that is not covered under warranty and is not the responsibility of the Contractor shall be performed on a time and material basis. Work performed under this Section 6.9.5 is authorized only for situations where the Contractor has dispatched personnel to diagnose or repair a service problem that turns out to be caused by factors outside the responsibility of the Contractor.

In the cost table of Section 7, the Contractor shall provide a fixed hourly rate schedule for labor classifications common to the diagnosis and repair of contracted services.

All materials shall be provided on a cost-plus basis. The Bidder shall identify the standardized markup for all materials in the cost table of Section 7.

The rates identified shall only be used for the diagnosis and repair of contracted services.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.10 REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE)

Contractor shall provide customer premise equipment (CPE) under the CALNET MSA only to support the specific network services provided by CALNET-II. All other CPE can be obtained by CALNET-II Customers through other procurement vehicles such as California Multiple Award Schedules (CMAS). Any and all exceptions for inclusion of other CPE on the Contract will require the prior approval from the Department of General Services.

6.10.1 Compatibility (M)

Many CALNET-I customers use proprietary equipment for voice line-side services and data WAN applications. The Contractor shall provide, at a minimum, the current level of service compatibility and availability for this existing customer premise equipment used by CALNET-I Customers who wish to continue to receive CALNET services from the Contractor. Customers with proprietary equipment will have to be accommodated in this new environment at no additional cost. The successful Contractor shall either make the existing equipment function in the new environment or replace it with equipment of similar or better quality that will function the same as, or better than, the existing equipment at the successful Contractor's expense.

DGS/TD and the affected CALNET Customers will be the approving authority for replacing all non-compatible CPE. This includes any equipment, building modifications, wiring, and training for user staff that is necessary as a result of the transition to a new Contractor.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.10.2 Voice Sets and Equipment (M-O)

Bidders shall identify all proprietary telephone sets and related voice service equipment that it will offer CALNET Customers, either at no cost due to the compatibility requirement of Section 6.10.1, or at a price when a Customer wants to add the additional CPE after the successful transition from CALNET-I to CALNET-II services or when a Customer wishes to initiate other changes or upgrades. Bidders shall identify each piece of voice CPE in the table provided below. Note that VoIP CPE shall not be identified in this section, but shall be identified in Section 6.8.1.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Table 6.10.2, Voice Sets and Equipment

Item #	Manufacturer	Model Number	Meets or exceeds? Y/N	Reference document and location
1				
	Bidder's description:			
2				
	Bidder's description:			
3				
	Bidder's description:			
4				
	Bidder's description:			
5				
	Bidder's description:			
6				
	Bidder's description:			
7				
	Bidder's description:			
8				
	Bidder's description:			

9				
	Bidder's description:			
10				
	Bidder's description:			
11				
	Bidder's description:			
12				
	Bidder's description:			
13				
	Bidder's description:			
14				
	Bidder's description:			
15				
	Bidder's description:			

6.10.3 Managed Frame CPE (M-O)

Bidders shall identify all proprietary data WAN CPE (CSUs/DSUs) used in its Managed Frame service that it will offer CALNET Customers, either at no cost due to the compatibility requirement of Section 6.10.1, or at a price when a Customer wants to add additional CPE after the successful transition from CALNET-I to CALNET-II services or when a Customer wishes to initiate other changes or upgrades. Bidders shall identify each piece of proprietary Managed Frame CPE in the table provided below.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Table 6.10.3, Proprietary Managed Frame CPE

Item #	Manufacturer	Model Number	Meets/exceeds rqmt? Y/N	Reference document and location
1				
	Bidder's description:			
2				
	Bidder's description:			
3				
	Bidder's description:			

4				
	Bidder's description:			
5				
	Bidder's description:			
6				
	Bidder's description:			
7				
	Bidder's description:			
8				
	Bidder's description:			
9				
	Bidder's description:			
10				
	Bidder's description:			
11				
	Bidder's description:			
12				
	Bidder's description:			
13				
	Bidder's description:			
14				
	Bidder's description:			
15				
	Bidder's description:			

6.11 END USER SUPPORT (M)

This section describes the support responsibilities of the Contractor and DGS/TD for activities related to State agency acquisition of telecommunications services as defined in this RFP. The Bidder's response must demonstrate its understanding of each requirement and submit a business model that details the strategy, staff, and resources that will be used to meet requirements. A statement of understanding or commitment to meet or exceed is not sufficient.

6.11.1 General Requirements (M)

The use of the term, "defined contracted service" in this document specifically identifies services provided through the Contract that have been approved (contracted) with individual pricing and specific feature definition. Therefore, additional service items not specifically itemized, priced, and defined must be submitted to DGS/TD for review and inclusion in the Contract with specific pricing and service definition.

The DGS/TD will oversee the use of the Contract by customers, and will delegate authority to agencies to submit requests for certain services directly to the Contractor.

The DGS/TD may also designate some services as non-delegated and require DGS/TD review and approval prior to agency acquisition. The DGS/TD will use Contractor provided management reports and periodic random agency audits to monitor and administer Contract compliance.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.11.1.1 General DGS/TD Responsibilities

The DGS/TD has broad authority and oversight for State telecommunications, particularly the Contract that will result from the award of this RFP. The DGS/TD considers the best interests of the State as a whole when making decisions and determining its strategies. This includes focus on those policies and activities that emphasize the State's core competencies, "economy of scale" impacts, and other related concerns as outlined in the CALNET Vision in Section 4. These activities and knowledge include but are not limited to:

- Continuous review and where possible, renegotiation of Contract pricing based on periodic monitoring of industry pricing strategies and related factors.
- Contract management oversight to monitor effectiveness, and to audit Contractor adherence to Contract requirements.
- Assess operational requirements of State agencies to help eliminate unnecessary telecommunications related redundancies and duplication of effort between State agencies.
- Provide administrative management for contract(s), policies, directives, standards, and augmentation of new services.
- Make decisions on agency requests for approval for exemptions to existing contracts, and on delegation requests.
- Respond to service issues beyond the scope of the contract.

- Perform periodic audits of State and local governmental agency bills to ensure accuracy based on the terms and conditions of the Contract and to ensure cost effectiveness of service selection for agency application.

6.11.1.2 Contractor's General Responsibilities (M)

As associated with the services to be provided, Contractor will, at a minimum and at no cost to the State:

- Provide staff to perform as the principal business and technical resource for information on pricing, features, and feature interactions/restrictions. This staff shall be available on demand by telephone and to participate in meetings to answer questions about contracted services. Contractor will ensure that Contractor's staff, including subcontractors and affiliates, are trained on Contract services and are knowledgeable on Contract terms and conditions.
- Provide documentation/reports in a timely manner as requested on pricing, features, feature interactions/restrictions and other information related to management of the Contract.
- Use the State database of agency designated Agency Telecommunications Representatives (ATRs) to determine their fiscal authority to order service.
- Provide sufficient staff and resources throughout the term of the Contract consistent with the terms and conditions.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.11.2 Planning (M)

Contractor shall, at a minimum and at no cost to the State:

- Perform overall planning coordination activities related to service implementation.
- Provide end-user station reviews to optimize the structure and implementation planning detail for selected Contract services.
- Provide, and update as necessary, a project plan detailing all resources (cost, staff, etc.), scope (tasks), and scheduling (with constraints) necessary to implement service.
- Provide information to the agency regarding proprietary equipment that interfaces with enhanced services and must be purchased separately.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.11.3 Design (M)

Contractor shall, at a minimum and at no cost to the State:

- Collect data and conduct end user station reviews and complete associated service request documents.
- Provide design recommendations and critical feature interactions with documentation to the agency for review.
- Analyze agency service requests and determine facility requirements.
- Determine network interconnection requirements of service requests.
- Determine the required functions to perform transmission, distribution, and switching applications.

- Determine required network management applications and interface requirements.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.11.4 Provisioning and Implementation Requirements (M)

Customers will place service orders through electronic means, or by direct provisioning of line, trunk, or similar services. With the exception of customer premise wiring plant and equipment installation work, direct customer provisioning by Contractor will be near instantaneous. Customer posted electronic service orders shall be processed on a less than one-day cycle, unless customer premise wiring plant or equipment installation work is involved.

Contractor shall, at a minimum at no cost to the State:

- Provide the State with a means to initiate near real time provisioning of service if requested. "Near real time" allows for delays in transmitting and processing of the request, but the request shall not be held for future processing.
- Perform all activities associated with the receipt, logging, task identification, scheduling, and completion notification of agency service requests.
- Perform these service order/completion functions via the database programs described in sections 6.17 and 6.17.
- Develop and enter data, and maintain an inventory of agency services and line assignments to support the tools and reports described in Sections 6.16 and 6.17.
- Provide an electronic means of receiving valid service orders from authorized end-users
- Provide a means to validate that the end user is authorized to initiate a service request based on the current ATR master file.
- Provide a positive acknowledgment of receipt of a valid end-user service request.

- Provide status information to end-users on the progress of service requests initiated by the user.
- Provide DGS/TD with service implementation management reports that include, at a minimum, a listing of requests and the implementation interval for each request.
- Define the necessary interface requirements for existing end-user CPE to connect to the Contractor-provided services.
- Perform a site inspection of user location prior to implementation of service to ensure there is an adequate environment for the new service.
- Coordinate the service installation with the end-user contact as identified by the agency ATR. This includes scheduling, hosting, coordinating, and documenting minutes of coordination meetings as appropriate.
- Establish and publish standard service implementation intervals for end-user planning.
- Develop engineering design standards for Contractor use of existing State assets where applicable.
- Develop comprehensive implementation plans and schedules that minimize disruption of the current end-user's telecommunications system.
- Prepare site preparation plans that specify requirements for space, power, air conditioning, humidity control, floor loading, dimensions, equipment, and any other special requirements necessary for the provision of service in an end-user location.
- Prepare service acceptance plans that specify requirements for functional testing, load testing, and cut over testing of Contractor provided services.
- Prepare or obtain floor plans showing jack locations and jack numbers (if available) and identify the "Primary Directory Number" next to the appropriate jack location on the floor plans).
- Provide DGS/TD staff web based access for service activity monitoring and development of agency profiles.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.11.5 Marketing Requirements (M)

The DGS/TD will approve all Contractor's CALNET-II marketing collateral and, at DGS/TD's discretion, will be present on marketing calls to agencies. Contractor shall employ industry accepted marketing practices to inform agencies of the availability and benefits of contracted services. Contractor will submit marketing plans for approval within 90 days of Contract award and annually thereafter, except as described below. There will be no cost associated with the collaborative marketing plans, and the marketing plans will include, at a minimum, the following provisions:

- Contract-marketing activities are limited to the approved contracted services.
- As part of its contractual obligation to assist agencies in business planning, the Contractor may discuss technology applications or solutions with customers. The Contractor shall not present services that are not available on the Contract in a manner that implies to the Customer the service will be made contractually available. If Contractor is unsure on the status of proposed services it has submitted to the State for consideration, or if a service will qualify for inclusion on the Contract, it shall contact DGS/TD for clarification.
- Marketing brochures and materials for contracted services must be approved by the DGS/TD prior to distribution.
- Joint State/Contractor planning and training and State certification that validates that marketing representatives have been trained on Contract services, and knowledgeable on contract terms and conditions.
- Detailed monthly customer profiles which include Agency identification, customer (end user) service locations, service types (by service identifier number), billing telephone number, quantity per service type/minutes as applicable, and circuit/phone numbers. Reports will be submitted in accordance with Section 6.17 (Management Tools and Reports).
- Detailed monthly reports on Contract usage for State and local government. Reports will be submitted in accordance with Section 6.16.
- Establishing a joint forum, within 90 days of Contract award and annually thereafter, for Contractor and DGS/TD market planning to enhance Contract utilization.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.11.6 General Training Requirements (M)

Effective orientation, training and education delivered across a broad range of customers/end-users and DGS/TD staff are key to the success of the CALNET II Contract. These services are integral to customer satisfaction and the efficient use of contracted services, and also to the State's conduct of contract oversight and management. To achieve maximum performance, customers must be oriented to the new contract, and be able to easily and efficiently use the provided services.

Training shall be provided for:

1) Orientation of customers (end-users) and the DGS/TD to the new contract; and training for the new or replacement services provided during the transition (**Transition Orientation and Training**); see also RFP Sections 6.11.6.1, 6.18 and 6.18.1.

2) New or replacement services as ordered and provisioned throughout the contract term (**Contract Services Training**); see also Sections 6.11.6.2, 6.11.6.5 and 6.11.6.6.

3) Classroom/seminar education to improve customer knowledge in basic telecommunications/data transport technology, contract business systems, etc. (**Classroom/Seminar Education**); see also 6.11.5, 6.11.6.3, 6.11.6.5, and 6.11.6.6.

4) Contract management training of DGS/TD staff on the contract management tools, systems, reports, invoices, and other pertinent contract requirements provided by the Contractor (**Contract Management Training**); see also Sections 6.11.5, 6.11.6.4, 6.11.6.5, and 6.11.6.6.

General Considerations for all Training:

- All costs for orientation, training and education should be factored into the contract services rates.

- All training will be held in California at locations throughout the state at or near (about 25 miles or less) customer or DGS/TD locations.

- Training is to encompass products, services, business applications (including ordering, provisioning, and invoicing systems), and technical aspects as applicable.

- All training to be conducted at the appropriate level predicated on customer knowledge, requirements, and complexity of services provided. This includes apprentice (fundamental), skilled (working understanding) and expert (highly skilled) levels. The appropriate skill levels needed will be determined by mutual agreement between the DGS/TD and the Contractor, and/or the Customer and the Contractor.

- The use of audio-visual training packets, personal computer "web based" instructor-led or self-paced training, videoconference training, or other arranged training mediums in lieu of classroom or live site training, may be provided by mutual agreement with the DGS/TD and/or the Customer.

- For complex services, where specialized expertise and knowledge is required, end-user training will consist of small instructor-led hands-on workshops where processes are demonstrated and the trainees replicate the processes presented, along with providing the trainees an appropriate level of knowledge and understanding of the services and products presented.

- Transition Orientation and Training elements, materials, schedule and other pertinent data are to be identified and provided as part of the Transition Plan (see Sections 6.18 and 6.18.1).

- All other training, curriculum, materials and schedule will be outlined in the Training Plan that will be included as part of the overall Contract implementation plan. (See Section 6.11.6.5) Details will be developed after Contract award in coordination with the DGS/TD.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.11.6.1 Transition Orientation and Training (M)

End-User

Contractor shall offer and provide initial orientation to all users of the Contract. Contractor shall also offer training for new or replacement services provided during the transition.

- The content, method and amount of orientation will be detailed on the Transition Plan. After award, the plan will be reviewed further by DGS/TD, and the final orientation training in the Transition Plan will be as mutually agreed between the Contractor and the DGS/TD.

- The Customer will have the right to request reasonable modifications if needed to suit their business needs.

- The orientation and training will be held at the Customer's premises except for those services that are not conducive to on-site training, or for which grouped (multiple agency) sessions would be more efficient, and would not negatively impact the training experience.

End-user Transition Orientation and Training includes but may not be limited to the following:

1) Use of voice, video and data services and Contractor provided equipment
2) Administration and use of call management systems (i.e. ACD, IVR, ACR, MIS, etc.)
3) Administration and use of messaging services
4) Invoicing system(s) and process
5) Centralized ordering and trouble reporting processes
6) Service Level Agreements
7) Administration and use of enhanced or other contract services

DGS/TD

Contractor shall offer and provide to the DGS/TD, orientation and training for the Contract administrative vehicles (such as management tools, reporting and invoicing processes and methods) and training for new or replacement services provisioned during the transition, as requested.

- The content, method and amount of general orientation and for new or replacement services for DGS/TD will be detailed on the Transition Plan. After award, the plan will be reviewed further by DGS/TD, and the final orientation training in the Transition Plan will be as mutually agreed between the Contractor and the DGS/TD.

- The DGS/TD will have the right to request reasonable modifications if needed to suit their business needs.

- Additional joint orientation sessions will be scheduled on a mutual basis initially and throughout the Contract to share information and develop knowledgeable and effective working relationships to help ensure the success of the new Contract.

- The orientation and training will be held at the DGS/TD's premises except for those items that are not conducive on-site.

DGS/TD transition orientation and training includes and may not be limited to:

1. Proposed products and services and general operational requirements.
2. Use of voice, video and data services and Contractor provided equipment
3. Administration and use of call management systems (i.e. ACD, IVR, ACR, MIS, etc.).
4. Administration and use of messaging services.
5. General Contract considerations (including discussion of the contract terms and conditions).
6. Ongoing working relationships, and customer service expectations.
7. Transition planning and implementation.
8. Contract management tools, reports, administrative systems and processes.
9. Invoice systems and processes.
10. Centralized ordering and trouble reporting.
11. Network administration, trouble-reporting systems, or network viewing applications or systems.
12. Service Level Agreements.
13. Administration and use of enhanced or other Contract services.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.11.6.2 Contract Services Training

Contractor shall offer and provide training to Customers and end-users for new or replacement services provisioned during the Contract.

- End-user training shall be provided as part of the standard service order implementation process. The Customer will have the right to request modifications based upon their business needs. Refresher training is to be provided at the end-user's request for Contractor installed services.

- The content, method and amount of training for new or replacement services will be part of the ongoing Training Plan as outlined in Section 6.11.6.5. Additional types of training may be proposed besides those outlined below.

- The training will be held at the Customer's premises except for those services that are not conducive to on-site training, or for which grouped (multiple agency) sessions would be more efficient, and would not negatively impact the training experience.

Contract services training includes but may not be limited to the following:

1. Use of voice, video and data services and Contractor provided equipment
2. Administration and use of call management systems (i.e. ACD, IVR, ACR, MIS, etc.)
3. Administration and use of messaging services
4. Invoicing system(s) and process
5. Centralized ordering and trouble reporting processes
6. Service Level Agreements
7. Administration and use of enhanced or other Contract services

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.11.6.3 Classroom/Seminar Education and Training (M)

The Contractor will offer education and training for customers to maintain skills in basic telecommunications, video, data services technology and general business systems and tools, all provided within the context of the contract.

- Classroom/seminar training will generally be at an apprentice level providing trainees a basic knowledge and understanding of the subject matter and applicable

processes or procedures, including Contract content, product and service offerings and billing systems/services, in a classroom based, instructor-led lecture format that may include "hands-on" training, if applicable.

- The content, method and amount of training will be mutually agreed between the Contractor and the DGS/TD, and be included in the Training Plan as outlined in Section 6.11.6.5. Additional types of training classes may be proposed besides those outlined below.

- "Introduction to Telecommunications" and "Introduction to Voice, Video and Data" training classes will be scheduled at a minimum, twice a year. The schedule for all other proposed classes will be developed jointly between the Contractor and DGS/TD based on customer needs and anticipated participation levels.

- The training may be held at locations as outlined in 6.11.6.

- Classroom/Seminar Education and Training includes but may not be limited to the following:

    1. Introduction to telecommunications (Basic fundamentals)
    2. Introduction to voice, video and data services (fundamentals in the context of the Contract)
    3. Converged Services (and how they relate to the CALNET II MSA)
    4. Network management systems (for those customers that need to monitor the network in relation to their business)
    5. Invoice validation methods

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.11.6.4 Contract Management Training (M)

The Contract Management Training will enable the DGS/TD to acquire and maintain expertise with the Contract services, related business systems, and the management tools to monitor, document and administer the contract on a ongoing

basis. This includes evaluate delivered services, invoicing systems, and service performance, assess and identify fiscal management issues, and perform other required functions.

- The training will be held at the DGS/TD premises except for those services that are not conducive to on-site training.

- The training will be provided to a variety of DGS/TD staff. The content, method and amount of training will be mutually agreed between the Contractor and the DGS/TD, and be included in the Training Plan as outlined in Section 6.11.6.5. Additional types of training may be proposed besides those outlined below.

  Contract Management Training includes but may not be limited to the following:

  1. Proposed products and services and general operational requirements.
  2. Use of voice, video and data services and Contractor provided equipment
  3. Administration and use of call management systems (i.e. ACD, IVR, ACR, MIS, etc.).
  4. Administration and use of messaging services.
  5. General Contract considerations (including discussion of the Contract terms and conditions).
  6. Ongoing working relationships, and customer service expectations.
  7. Transition planning and implementation.
  8. Contract management tools, reports, administrative systems and processes.
  9. Invoice systems and processes.
  10. Centralized ordering and trouble reporting.
  11. Various management reports and corresponding software applications
  12. Network administration, trouble-reporting systems, or network viewing applications or systems
  13. Service Level Agreements.
  14. Administration and use of enhanced or other contract services.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.11.6.5 Training Plan (M)

The Transition Orientation and Training shall be provided in the Transition Plan (see Sections 6.18 and 6.18.1). The remaining three categories of training as listed in Section 6.11.6, General Training Requirements, shall be included in the Training Plan as a response to this RFP as described here. The Training Plan must:

- Estimate for each of the three types of training, who would perform the training, what methods would be used, the frequency and the proposed locations that training would be conducted. Include a brief summary of the content to be provided in the training. Identify any known collateral training materials.

- Include how the Contractor expects to maintain communication with the DGS/TD to help ensure effective Contract education and training on an on-going basis.

- Include any other pertinent information the Bidder wishes to offer.

- Within 120 days after award, the Training Plan should be finalized. Include interim timeframes and activities in the proposed plan for developing and presenting the detailed training content and objectives to the DGS/TD to meet that date.

- After award, the Training Plan will be reviewed further by DGS/TD. Final training class outlines and content, attendee reports, advertising/publishing of training classes, schedules and other related activities shall be jointly coordinated with the Contractor.

- The final Training Plan will be as mutually agreed between the Contractor and DGS/TD. The DGS/TD will have the right to request reasonable modifications if needed to suit business needs.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.11.6.6 Training Oversight & Coordination (M)

The DGS/TD plans to assign Training Coordinator(s) to work with the Contractor. Where applicable, the Coordinator(s) may work with the Contractor to provide input on the training content, attend and/or participate in training sessions to monitor participation and response to the training, address questions directed to DGS/TD, and to reinforce the team effort between the Contractor and the State.

The Contractor shall provide the Training Coordinator(s) access to the Contractor's training processes and content, including collateral training and marketing materials to help ensure that the State and the Contractor's employees and sub-contractors are provided the same information regarding the content of the Contract and of the required training. This will also help reinforce the team effort between the Contractor and the State to the Customers. See also Section 6.11.5, Marketing Requirements.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.12 INVOICING SERVICES (M)

Contractor shall provide invoices and supporting reports for all of the products, services, and features provided for CALNET II. Invoices will be provided in multiple medias and in accordance with the formats described in this Section 6.12.

Contractor will be responsible for the accuracy, timeliness, and content of the invoices from Contractor's subcontractors and business partners.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.12.1 Invoicing System for Voice & Data Services (M)

Contractor shall provide a billing system that produces invoices that are accurate and easy to verify by customers in a timely manner. The Contractor shall be responsible for the coordination with business partner's and subcontractor's invoice systems. The Contractor will establish processes and procedures to avoid order entry errors on adds, changes, or deletes and any other pertinent data. Invoices shall include accurate service types, quantities, dates of service, Contract rates, and any other pertinent data. The invoices shall also include descriptive itemized charges, specific descriptions of charges, and cross reference data such as, port and circuit numbers, etc. The Contractor shall render individual bills directly to any agency that is authorized to use the Contract by DGS/TD no later than 10 business days after the end of the billing cycle.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.12.1.1 Invoicing System Requirements (M)

The Contractor's billing system shall include, at a minimum, the following:

- Availability of invoices via paper and electronic form (on CD-ROM and web based posting) at no cost to the customer.
- Availability of both consolidated and individual invoices, broken down by divisions, offices, accounting centers, nodes, or circuits within the department.
- Upon receipt of a circuit disconnect request the closing bill details shall be generated on the next billing cycle.
- Ability to charge for a previous month(s) service and provide the accurate dates of service.
- Invoice summary reports.
- Ability to accommodate new services and invoice accurately.
- Automatic internal bill back. (Using an account code assigned to a customer, project, division, etc., the person dialing a long distance call

must enter a code so the 'call accounting system' can calculate and report on the cost of that call at the end the month or designated time period).

- The Contractor shall provide clients with the option to receive and pay monthly billing for contracted services via electronic transmission following the American National Standards Institute (ANSI) ASCX 12 standard format for telecommunications invoicing.
- Once a service is implemented and accepted, charges shall be applied no later than the next billing cycle.
- Provide a toll free number for contracted services billing related questions and/or adjustments. Contractor staff must be knowledgeable with the contracted service rates and applicable terms and conditions of the Contract to effectively respond to customer billing inquiries.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.12.1.2 Invoicing System Requirements (D)

The Contractor's billing system may include the following Desirable features:

- Flexible billing cycles.
- Ability to add new fields to any section of the invoice.
- Automated refund issuance when a service discontinuation occurs and there is a remaining credit balance. Customers shall not be responsible for refund initiation and the refund is to be reflected on the same account number of invoice. Refunds shall be issued to client within 60 (calendar) days on the date of account closure.
- Contractor agrees to provide a software program for customer billing data analysis and management reporting.
- DGS/TD to have the capability to run management reports from the invoicing system (primarily inventory, rebates, and monitoring accuracy of the invoicing).

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.12.1.3 Invoice Content Requirements (M)

The Contractor's invoices shall include the following:

- Customer Service Record (CSR). Printout that details the fixed monthly charges billed by the local telephone company. The CSR is composed of unique identifiers that correspond to a particular tariffed service.
- Itemized charges for a circuit provided in one section of the invoice.
- Specific and detailed descriptions that identify the debits and credits applied to an invoice.
- Call Usage detail.
- Legends of all invoicing codes and line items.
- Itemized list of monthly recurring service charges and non-recurring charges.
- Ability to accommodate SLA rebates with a clear description (amount of rebate, type of rebate, ticket #, circuit number, and dates).
- "Current Charges" identified on the first page of the invoice will reflect the Contractor's expectation for payment. All debits and credits posted to the current invoice shall equal the "Current Charges".
- Invoice remittance page must include previous charges (amount of last bill, payments, credits & adjustments, and unpaid balance), current charges and Total Amount Due.
- Reference the State's service request (STD.20) number or the local government's purchase order number (PON) for related order activity.
- Contractor will add to invoices all applicable federal, state and local tax and surcharges. Attachment 7 reflects all currently applicable taxes and surcharges.
- Provide cross-reference detail (when applicable).

- Contract Number

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.12.1.4 General Invoice System Requirements (M)

During the Demonstration phase of this RFP and in accordance with Section 10, the Contractor may demonstrate the ability to generate accurate invoices based on contracted rates, including administrative fee, and produce the required DGS/TD management reports. In addition, the Contractor shall:

- Not assess late payment charges for all contracted services less than 90 days in arrears.
- Should the State or any authorized user dispute, in good faith, any portion of the amount due, the State or any authorized user shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized user may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner.
- The amount of the late payment charge shall be as set forth in the Government Code Section 926.19. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized user.
- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DGS/TD.
- Charges for a fraction of a calendar month shall be computed at the rate of 1/30 of the applicable total monthly charge, for each day the service was provided.
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied

for the additional copies of the invoices. If the customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so agencies may submit it to the State Controllers Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options.

- The State shall not be subject to non-mandated taxes and surcharges. The state will not be subject to charges authorized by FCC or CPUC but not required to be collected from end users. Authorized taxes and surcharges will be individually listed and displayed on invoices from the Contractor and subcontractors.
- Non-contracted services included on the customer invoice will be identified by corporate identifier or other agreed methodology.
- Services/features offered under this Contract shall include unique Corporate Identifiers. In instances where permanent Corporate Identifiers have not been assigned, the Contractor agrees to assign temporary Corporate Identifiers to facilitate identification of billed Services on customer invoices.
- Contractor shall inform DGS/TD and customers in writing when temporary unique Corporate Identifiers are assigned.
- DGS/TD requires all usage based services (including local, long distance and international) be billed in six second increments or less with no more than an 18 second initial period.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.12.2 Fraud Management System (M)

The Contractor shall provide a Fraud Management System available for near real time information for analysis on a 24x7 basis, that is consistent with industry common "best" practices for fraud detection. The Contractor will provide detailed documentation on criteria used to identify fraudulent activity and customer notification. The Contractor's Fraud Management System shall include provisions for working with DGS/TD and customers to define parameters for fraud detection, customer awareness and education,

and a customer fraud manual that identifies algorithms that alert and identify suspicious calling.

The Contractor shall provide fraud detection, prompt client notification, and corrective action programs to reduce the state's vulnerability to fraudulent activities. The Contractor would also be expected to offer a program to assist agencies with identifying suspect calling patterns that may constitute abuse or improper use of State telecommunications services. For the purpose of this Contract, Fraud is considered the theft of services or deliberate misuse of voice and data networks by perpetrator's whose intention is to completely avoid or reduce charges that would have been legitimately applied to service users. Examples of fraud that the State expects the Contractor to identify include, but are not limited to:

- Subscription
- Clip-on – use of instrument to divert line
- Clip-on Payphone – use of instrument in parallel of coin or card phone line
- Payphone meter pulse defeat – suppressing circuitry
- Collect Calls to Call Office
- Booked Calls from Call Office
- Stolen Line
- Call Back Operators
- Conference Call Manipulation
- International Roaming Manipulation
- Premium Rate Service
- Identity Theft
- Roaming Fraud
- Long Call Duration Calls or numerous inbound Toll Free calls
- Short Inbound Call Duration Calls
- Toll Free Inbound and Outbound Calls
- Calls made during unusual time of day
- Multiple alarm

- Origination calling line information
- Indications of hacking

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.12.3 Back Billing (M)

The Contractor shall be limited to 12 months of back billing on all services ordered under the contract, including conversion projects. Invoices presented more than 12 months after the acceptance of the service order or conversion project will not be considered valid and will not be processed for payment.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.12.4 Invoice Audits (M)

6.12.4.1 DGS/TD Audits (M)

DGS/TD shall have the right to inspect copies of any entity's (state agency or local government) bill records for the purpose of auditing Contract rate compliance. Contractor shall provide billing records within 30 days of receipt of request from DGS/TD.

By State Administrative Manual policy, agencies are required to retain records until an audit is performed or for four years whichever comes first. Contractor agrees to maintain records for possible audit for a minimum of four (4) years

after final payment, unless a longer period of records retention is stipulated or required by law. Contractor shall provide duplicate copies of bills and supporting detail up to four years in arrears at no fee to the State or agency.

Under certain and special conditions, Contractor shall provide State auditing and/or investigative agencies (i.e.; Department of General Services, Bureau of State Audits, Department of Justice, court orders, etc.) with copies of billing records without a billed state agency's authorization for audit purposes at no fee to the State or Agency.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.12.4.2 Contractor Invoice Audit Responsibility (M)

The Contractor shall respond to DGS/TD requests for verification at the Contractor's expense within 60 days of receipt of request. The verification process will include providing issue/action logs and statistics to DGS/TD as well as each agency associated with the invoice(s) in question. Formal audits may be requested in accordance with the terms and conditions set forth in the Contract.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.12.5 Administrative Fee Collection (M)

The Contractor shall, on behalf of DGS/TD, bill and collect a Contract administrative fee as determined by DGS/TD for any and all contracted services ordered under this Contract. This fee shall be included within the amount charged to those agencies obtaining service from the new CALNET II contract. DGS/TD may consider applying percentages and/or flat rates, or a combination thereof, to services as alternative methods. The final determination shall be made by DGS/TD.

- The Contractor shall remit payment to DGS based on the administrative fees billed to agencies, no later than 60 days after the end of each calendar month that a bill is rendered. For example, administrative fees billed for services on a January invoice shall be paid to DGS/TD by March 30th. The payment shall be remitted on a monthly basis at no additional cost to DGS/TD. The Contractor shall also provide detailed reports on administrative fees billed as defined in Fiscal Management, Section 6.16.2.2 DGS/TD Detail of Services Billed Report and Section 6.16.2.3 DGS/TD Detail of Services Billed By Agency Report and shall provide the reports at the same time payment is made. Both the reports and the administrative fee payment must be received to satisfy the administrative fee collection process requirement. The administrative fee reimbursement amount shall appear on the fiscal management reports and be delivered to DGSTD within 3 working days of receipt of administrative fee monies by Department of General Services, Office of Fiscal Services on behalf of DGS/TD.
- Where the Contractor must make adjustments to administrative fee monies, the Contractor shall submit reports equivalent to the reports in Fiscal Management, Section 6.16.2.2 and 6.16.2.3. The amount may be adjusted on a subsequent reimbursement payment.
- The Contractor is required to remit administrative fee revenues to DGS/TD for as long as the Contractor provides services that are ordered under the contract. This includes the Contract term and transition period to new contract services.
- Service Level Agreements (SLA) will apply if administrative fee payment and reports in Section 6.16.2.2 and Section 6.16.2.3 are not received within 60 days from the end of each calendar month that a bill is rendered. See Table C for SLAs.
- The administrative fee rate may be adjusted annually or as otherwise deemed necessary by DGS/TD, based on fiscal year projected requirements.
- DGS/TD, in the absence of sufficient administrative fees, shall implement an administrative fee increase equal to the Consumer Price Index (CPI) over the relevant contract term should an increase be required to fund DGS/TD activities or DGS/TD funded State offices and activities. For this Contract the following index will be utilized: the CPI-U Index, not seasonally adjusted, U.S. city average area, all items series adjusted annually.
- Contractor shall provide a business model that demonstrates to the state that the administrative fees will continue unabated during conversion to the Contractor's Services. DGS/TD reserves the right to withhold approval of conversion if the Contractor cannot demonstrate administrative fee collection and remittance. See Section 6.18.1 Transition Requirements of Startup.
- In addition, the Contractor shall be responsible for the administrative fee functions stated below:

- Work with DGS/TD to establish administrative fee rates within 30 days after award of the contract.
- Written draft procedures and processes for billing, collecting, remitting, and reporting of administrative fee revenues shall be submitted with the final proposal.
- Demonstrate application of administrative fee rates in the billing system.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.12.6 California State Accounting and Reporting System (CALSTARS) (D)

The State of California, Department of finance is mandated by Government Code Section 13300 to develop, install, and supervise a modern and complete accounting system for each agency of the State which is permitted or charged by law with the handling of public money. Assembly Bill 3322 (Chapter 1284, Statutes of 1978) reaffirmed this mandate by requiring that a coding system be developed in order to obtain accurate and comparable records, reports and statements of all the financial affairs of the State. This system is the California State Accounting and Reporting System, referred to as CALSTARS. CALSTARS was designed and developed to provide individual state agencies with a comprehensive automated departmental accounting and reporting system.

Following are the electronic file requirements for telecommunications Contractor required by CALSTARS to create vendor payment transactions through a mostly automated process.

The Contractor shall provide an electronically transmitted invoice file to State of California, Department of Finance – CALSTARS as described below.

General File:

- The file will include invoices for all State of California organizations covered by the Contract except organizations excluded by mutual agreement between the Contractor and CALSTARS.
- It's desirable to have one file for all invoices prepared on a business day.
- The file will be a text file.
- The file will include a header that specifies the record count and a trailer indicating end-of-file (verifies complete transmission).

- The file naming convention will be specified by CALSTARS. This will include the use of differing file names on consecutive days to assure that CALSTARS has sufficient time to process the file's records before that file name is used again.

Record:

Each record will contain the following data fields, or equivalent:

1) Customer Account Number
2) Invoice Number
3) Invoice Date
4) Service Period (may be split into from-date and to-date)
5) Roll-Up Number (Billing Telephone Number (BTN))
6) Actual Telephone Number (Work Telephone Number (WTN)), device, or circuit charged
7) Charge Type (Other than taxes, charge types will be summarized to the level displayed on the paper invoice's cover page summary. Taxes will be shown by specific tax.)
8) Charge Description (Will match the descriptions displayed on the paper invoice's cover page summary.)
9) Charge Amount

Transmission:

- The file will be sent via File Transfer Protocol (FTP) to a State of California data center directory specified by CALSTARS.
- The User ID(s) and initial password(s) for the Contractor to access to the data center directory will be provided by CALSTARS.
- The Contractor will only use the User ID(s) to transmit invoice data files to CALSTARS.
- The password(s) will be modifiable by the Contractor.
- Contractor will notify CALSTARS via e-mail when a file is sent. An alternative notification method may be employed if mutually agreed by the Contractor and CALSTARS.

Other:

- The Contractor will continue to send paper invoices directly to the State of California organizations being charged, as well as, providing the electronic data file to CALSTARS.

- CALSTARS will not be charged for this file.
- The amount of each invoice on the data file and the corresponding paper invoice amount must be equal.
- The amount for individual telephone numbers (Work Telephone Number (WTN)), devices, or circuits on the data file and the corresponding paper invoice amount must be equal.
- The amount for each charge type on the data file and the corresponding paper invoice amount must be equal.
- The Contractor will provide a contact name, telephone number, and e-mail address for file problem resolution.
- The Contractor will notify the State of California, Department of Finance - CALSTARS via e-mail, of new or changed codes (e.g. charge codes) or descriptions of codes. This notification will be sent at least 60 days prior to implementation.
- Department of Finance will not resolve or coordinate any billing problems between the Contractor and the State of California organizations being invoiced.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.13 SERVICE PROVISIONING (M)

The State expects provisioning performance of the Contractor to be measured based on minimums described in this Section 6.13. The Contractor shall provide management and oversight of provisioning activities, including projects, at no additional cost.

6.13.1 Networked Provisioned Services (M)

- Service orders submitted for Contractor processing that involve less than 48 lines or 24 business sets, and not involving site work, shall be functioning by the end of the next business day. This includes ISDN and Switched 56 KBPS services.
- Toll Free service orders submitted for Contractor processing shall be functioning by the end of the next business day.

- Calling Card orders submitted for Contractor processing shall be functioning and resultant cards shipped within 5 business days.
- User on-line provisioning exclusive of site work, shall be implemented within 1 hour of posted changes and additions.
- Orders for less than 10 data lines at a single site, if site work is not required.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.13.2 Site Work (M)

Service orders (for new service, change of service or service disconnects) for site work involving 48 Lines or less shall be completed within 3 business days or on a date mutually agreeable with the requesting agency, whichever is later. This activity shall run concurrent with the service provisioning activity and must be inclusive to a single service order related to the activity.

- Orders for expedited Contractor action involving 48 lines or less shall be completed within 2 days, including holidays and weekends.
- Service orders that exceed 48 lines or simple service orders that include customer site work, are considered Coordinated or Managed Projects.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.13.3. Contracted Service Project Work (M)

Contracted Service Project Work is defined as either Coordinated or Managed. In the event the Contractor or agency is unable to determine if the Telecommunications Service Request Form (STD. 20) qualifies as a Coordinated or Managed Project, Contractor will contact DGS/TD for assessment.

6.13.3.1 Coordinated Project Work (M)

Coordinated Projects are initiated in situations where ordering and provisioning of service exceed the requirements for simple service requests, and require coordinated installation intervals that may differ from those contained in Section 6.15.9 Installation Interval SLA's. Examples of Coordinated Projects are as follows:

1. Service orders that exceed 48 voice lines or 10 data lines at a single location that require verification of facilities and equipment.
2. Service orders for single or multiple customer site locations that include any of the following provisions:
   - CPE installation
   - Site cable installation
   - Translation or software programming is required to facilitate services
   - Where enhanced services require a level of complexity for planning and implementation.
   - ACD installation
   - 10 or greater frame relay installations
   - Fiber installation for OCx
3. Upon receipt of the Telecommunications Service Request Form (STD. 20), the Contractor shall respond to the agency by the end of the next business day to discuss/obtain additional preliminary information regarding the project and to set up an appointment within 5 working days to discuss the project detail with the agency.
4. A project "Scope of Work" will be provided no more than 10 days following receipt of agency's STD. 20 and will include at a minimum the following:
   - Definition of the project task, start and completion dates, and associated costs.

- A project task list that includes contractual service elements (planning, applicable design, engineering, testing, termination, installation and client service user training).

3. Coordinated Project Reporting Requirements
   - Contractor shall develop, maintain, update and distribute all documents associated with the agency's project.
   - Contractor shall provide the requesting agency with updated weekly status reports or otherwise agreed upon intervals.
   - Contractor will post and update data on all active Coordinated Projects for DGS/TD review weekly, on its private web site as described in Section 6.17.2. Web site content will be consistent with the report elements listed in Section 6.17.10.1. Upon completion of a Coordinated Project, Contractor will remove project from the private web site and incorporate the project information into the Coordinated Project Work Report as described in Section 6.17.10.1.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.13.3.2 Managed Project Work (M)

Managed Projects are initiated in situations where ordering and provisioning of service is considered to be on a larger and more complex scale and exceed the criteria of a Coordinated Project described in Section 6.13.3.1.

1. Managed Projects include service orders for single or multiple customer site locations that include any of the following provisions:
   - In locations where DGS/TD has determined consolidated service is the most efficient way to provide service to a specific community of interest.
   - New building facilities and/or major relocations
   - Data network migration/consolidation

- Major/large data CPE installation
- Major/complex ACD installation

2. All services procured under the Individual Case Base (ICB) Pricing Option will be handled as a Managed Project and require DGS/TD approval as stated in Appendix B, Model Contract Language, Section 70, Individual Case Base (ICB) Pricing Option.
3. Because of the increased size and complexity of Managed Projects, Contractor shall assign a dedicated Project Manager with knowledge and experience in managing telecommunications projects of similar complexity at no additional cost to the Customer.
4. Upon receipt of the Telecommunications Service Request Form (STD. 20), Contractor shall respond to the agency by the end of the next business day to discuss/obtain additional preliminary information regarding the project and to set up an appointment within 5 working days to conduct a discussion with all parties (i.e., Contractor, agency, and DGS/TD). The purpose of the meeting will be to understand the project scope and identify information necessary to establish due dates and project schedule. Contractor shall also notify and provide DGS/TD with a copy of the agency's service request for review.
5. All Managed Projects shall use industry accepted project management methodology throughout the project.
6. A project "Scope of Work" will be provided no more than 10 days following receipt of the agency's STD. 20 and will include, at a minimum, the following:
   - Definition of the project task, start and completion dates, and associated costs.
   - A project task list that includes contractual service elements (planning, applicable design, engineering, testing, termination, installation and client service user training).
7. Managed Project Reporting Requirements
   - Contractor shall develop, maintain, update, and distribute all documents associated with the agency's project.
   - Contractor shall provide agency with updated weekly status reports or otherwise agreed upon intervals. The following information will be provided in MS Project or other agreed format:
     a. Project start date (customer acceptance of implementation plan/schedule)
     b. Status

- Identification of major milestones
- Identification of project risk (jeopardy)

c. Negotiated project completion date

d. Actual project completion date

- Contractor will post and update data on all active Managed Projects weekly on its private Internet site as described in Section 6.17.2 for DGS/TD review. Web site content will be consistent with the reports elements listed in Section 6.17.10.2. Upon completion of the Managed Project, Contractor will remove the project from the private web site and incorporate it into the Managed Project Work Report as described in 6.17.10.2.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description

6.14 CLIENT ADVOCACY (M)

DGS/TD maintains a Client advocate function involving provisioning and ongoing network service delivery. DGS/TD requires access to several Contractor provided tools through web based applications to process and monitor client network trouble tickets and the Contractor's corrective action. DGS/TD's role as a client advocate can be invoked by the escalation process, client request, Contractor request, or as a result of service and process monitoring. In support of this area, Contractor shall provide enhanced communication and coordination capabilities with responsible high level Contractor staff beyond the normal trouble reporting and initial order submittal processes.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.14.1 Customer Service Center (M)

The Contractor shall provide a Customer Service Center with a toll free number as a single point of contact to facilitate timely responses to agency or departmental trouble tickets.

The Contractor shall provide a Client Trouble Ticket Reporting and Tracking System that is accessible by DGS/TD and DGS/TD authorized clients 24 hours a day, 7 days a week via a web enabled application as described in Section 6.17.3.

The Contractor shall provide a Service Provisioning, Tracking and Inventory System that allows clients the ability to provision service using a web enable application as described in Section 6.17.4.

The Contractor shall provide a trouble reporting and escalation process outline (End User Escalation Process) for use by clients when resolving Contract related service issues. The escalation outline for clients shall include:

- An end user process for escalating issues within the Contractor's organization.
- Contractor contact information, title/responsibility, office number, cell number, pager number (when applicable) that will be available 24 hours per day, 7 days a week, 365 days a year.

The Customer Service Center shall be staffed 24 hours a day, 7 days a week. The Contractor shall provide adequate coverage (answer calls within three rings) by a live operator. Voice mail or electronic response mechanisms are unacceptable. The Customer Service Center shall provide the following:

- Trouble-reporting for any services and/or escalation of any previously reported problems.
- Status on resolving the causes of network outages.
- Service order inquiries. Access for DGS/TD staff and a dedicated workstation on-site equipped with phone line, data line and access to the Contractor's network monitoring systems.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.14.2 Escalation Process (M)

DGS/TD will assist Clients in escalating issues or concerns that are not resolved through Client contact with the Contractor. To facilitate this function, required Contractor's support shall include a detailed Escalation Plan, dedicated technical resources, and strong communications processes in the event of service outages.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.14.2.1 Escalation Plan (M)

The Contractor shall provide an outline of an escalation plan (DGS/TD Escalation process) for use by the DGS/TD to escalate global Contractor's network(s) or specific client issues. The outline shall include:

- DGS/TD Process for escalating State or Client issues throughout the Contractor's organization.
- Contractor management name, title/responsibility, office number, cell number, pager number (when applicable) that will be available 24 hours per day, 7 days a week, 365 days a year.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.14.2.2 Technical Resources (M)

Technical resource(s) dedicated and familiar with the Contractor's network(s). The technical resource(s) shall be dedicated and available to provide support to DGS/TD. The resource(s) shall have thorough knowledge of Contractor's network design, network trends, root causes of network failures, service alternatives, network monitoring tools, industry trends, alternate technologies and capacity-planning.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

*location*_____ *page*_____ *paragraph*_____

Description:

6.14.2.3 Network Outage Response (M)

In the event of a Major or Catastrophic Network Outage, the Contractor shall keep DGS/TD and Key Stakeholders informed. The Contractor shall:

- Provide a method of notification to DGS/TD and Key Stakeholders 24X7 via voice mail or text pager.
- Broadcast initial outage within 30 minutes of known failure and provide follow-up status every 60 minutes or when pertinent information becomes available, until resolution and final broadcast.
- Work with DGS/TD to establish criteria and conditions for when notification should be broadcast.
- Provide the following information with each broadcast:
  - Outage description
  - location (street/city/central office)
  - time and date
  - root cause (when available)
  - type of service
  - estimated time of arrival
  - estimated time of restoral
  - impact to the State (quantity and clients impacted)
  - any known public safety issues or community isolations
  - restoral measures, time and date of restoral
- Provide an Executive Summary report upon request by DGS/TD. Information for this report shall include
  - high-level event summary
  - impact to the State clients
  - timeline of events
  - discussion/outage issues

- mitigation plan/path forward.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.15 SERVICE LEVEL AGREEMENTS (SLA)

6.15.1 Introduction and General Requirements (M)

The Service Level Agreements (SLAs) are applicable to the services and/or facilities described below and include the following:

- At no time shall the total remedy for failure to satisfy a single circuit or service SLA for any given month exceed 100% of the TMRC.
- To the extent that Contractor's tariffs offer additional rights and/or remedies, the State shall be entitled to exercise the rights and/or remedies in the tariff.
- For services provided under this Contract by Independent Local Exchange Carriers (ILEC), Inter Exchange Carriers (IXC), or Competitive Local Exchange Carriers (CLEC) as sub-contractors, Contractor shall provide the State or Client, at a minimum, the same service level agreements provided to Contractor by each sub-contractor. Copies of all Service Level Agreements from Subcontractors and Business Partners to the Prime Contractor shall be provided to DGS/TD for all services.
- When the Contractor provides facilities based services directly to the client (without using another ILEC's or CLEC's service as a subcontractor), the rights and remedies for service outages for those services are set forth in Tables A and B for Contractor services.
- The election by DGS/TD of any remedy covered by this Contract shall not exclude or limit DGS/TD's or any Client's rights and remedies otherwise available within the Contract or at law or equity, provided that, at no time shall the total cash refund/credit to a Client for any given month for a single circuit (defined below) failure to meet a Performance Objective exceed one hundred percent (100%) of the TMRC.
- Unless otherwise stated in Table A or Table B, Performance Objective measurements are based on trouble tickets and the Client is responsible for initiating trouble tickets.

- The Contractor shall provide DGS/TD and Clients with monthly service level reports as defined in section 6.17, of this RFP.
- The Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for provisioning, maintenance and resolution of service issues arising out of their performance or that of their affiliates, subsidiaries, subcontractors or resellers under this Contract.
- Bidders may propose additional and/or more stringent SLAs than the minimums listed in this Section 6.15 and should provide the proposed SLAs in the description field below.
- Bidders shall provide SLAs for proposed unsolicited services in the description field below.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.15.2 List of Services Covered by Service Level Agreements (M)

6.15.2 List of Services Covered by Service Level Agreements	
This Table provides a listing of the CALNET products and services covered by this RFP and includes the name of the product or service and the applicable Table where the corresponding SLA is provided later in this section. Note: A reference to "Table A/Table B" indicates that the SLA will be found on Table A or Table B for the SLA associated with the data services or voice/line-side services, respectively. Note: References to Table B include the requirements stated in Table B-2, where applicable.	
VOICE SERVICES	**SLA TABLE**
1. Intra-LATA Calling	TABLE B
▪ Local	TABLE B
▪ Zone 3	TABLE B
▪ Local Toll	TABLE B
2. Long Distance	TABLE B
▪ Switched	TABLE B

6.15.2 List of Services Covered by Service Level Agreements	
▪ Dedicated	TABLE B
3. Toll Free Service	TABLE B
4. Toll Free Enhanced Call Routing	TABLE B
5. International Toll Free Service	TABLE B
6. 900 Services	TABLE B
7. Calling Card	TABLE B
▪ Pre-Paid Calling Card	TABLE B
8. Audio Conferencing	TABLE B
9. Advanced Call Routing	TABLE B
10. EDD Advanced Call Routing	TABLE B
LINE-SIDE SERVICES	
1. Measured Business Line Services	TABLE B
2. Central Office Exchange Basic Service (or Equivalent)	TABLE B
3. Central Office Exchange Enhanced Services (or Equivalent)	TABLE B
4. Call Center Services	TABLE B
5. Computer Telephone Interface	TABLE B
6. Central Office Trunk Service	TABLE B
7. Voice Mail	TABLE B
8. Interactive Voice Response/Call Router (IVR)	TABLE B
9. Consolidated Services	TABLE B
o ACD	TABLE B
o NACD	TABLE B
o IVR	TABLE B
o Voice Mail	TABLE B
o Management Information Systems (MIS)	TABLE B
o Announcements in Queue	TABLE B
o Computer Telephony Integration (CTI)	TABLE B
o Audio Conferencing	TABLE B

6.15.2 List of Services Covered by Service Level Agreements	
DATA SERVICES	
1. Analog	
▪ Analog	TABLE A
▪ Extended Analog	TABLE A
2. Carrier Service	
▪ Carrier DS-0	TABLE A
▪ Carrier DS-1	TABLE A
▪ Carrier DS-3	TABLE A
▪ Extended Carrier DS-0	TABLE A
▪ Extended Carrier DS-1	TABLE A
▪ Extended Carrier DS-3	TABLE A
3. SONET (Desirable)	
▪ SONET DS-1 (Desirable)	TABLE A
▪ SONET DS3 (Desirable)	TABLE A
▪ SONET OC-3 (Desirable)	TABLE A
▪ SONET OC-12 (Desirable)	TABLE A
▪ SONET OC-48 (Desirable)	TABLE A
▪ SONET OC-192 (Desirable)	TABLE A
4. ISDN	
▪ Basic Rate ISDN	TABLE A/TABLE B
▪ Primary Rate ISDN	TABLE A/TABLE B
5. Switched 56	TABLE A
6. Frame Relay	
▪ Intra/Inter LATA Frame Relay DS-0	TABLE A
▪ Intra/Inter LATA Frame Relay DS-1	TABLE A
▪ Intra/Inter LATA Frame Relay DS-3	TABLE A
▪ Extended Frame Relay DS-0	TABLE A

▪ Extended Frame Relay DS-1	TABLE A

6.15.2 List of Services Covered by Service Level Agreements	
▪ Extended Frame Relay DS-3	TABLE A
7. Asynchronous Transfer Mode (ATM)	
▪ Intra/Inter LATA ATM DS-1	TABLE A
▪ Intra/Inter LATA ATM DS-3	TABLE A
▪ Intra/Inter LATA ATM Service and OC-X Interface	TABLE A
▪ Extended ATM DS-1	TABLE A
▪ Extended ATM DS-3	TABLE A
▪ Extended ATM Service and OC-X Interface	TABLE A
8. Digital Subscriber Line (DSL)	TABLE A
▪ Asymmetric Digital Subscriber Line	TABLE A
▪ VPN DSL (Desirable)	TABLE A
9. Metropolitan Area Network (MAN)- 1 Gigabit Ethernet (Desirable)	TABLE A
10. Video Conferencing	TABLE A

6.15.2 List of Services Covered by Service Level Agreements	
ALTERNATE TECHNOLOGIES	
1. Central Office Network Based Voice Over Internet Protocol (VoIP)	TABLE B
2. Premise Based Fully Managed Voice Over Internet Protocol (VoIP)	TABEL B
3. Multi Protocol Label Switching MPLS Services (Desirable)	To be negotiated
4. Managed IP Based Video Conferencing Services (Desirable)	To be negotiated
5. Net Conferencing (Desirable)	To be negotiated
OTHER	
1. Invoicing	TABLE C
2. Tools and Reports	TABLE C
3. Administration Fee Payment	TABLE C

SLAs for desirable service are not mandatory, however, they will be evaluated in accordance with Section 9, Proposal Evaluation.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.15.3 Service Level Agreement Descriptions

The following SLA definitions apply to this contract:

SLA	Definition
Availability %	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.
C/SLOR	Circuit or Service Level Off Ramp process as describe in Section 6.15.8.3
Call Set-up Time	The time between the last digit dialed by the Client, to the time the calling Client hears the audible ring.

CAP	Corrective Action Plan as described in Section 6.15.8.2
Catastrophic Outage 1 CAT 1	The total loss of either an Enhanced Service (Enhanced Service shall be defined during discussions with final RFP respondents), 25 circuits or greater at the same address location, or any single OCX.
Catastrophic Outage 2 CAT 2	A total failure of a service type in a central office. Or, a backbone failure or failure of any part of the switches resulting in failure of the backbone.
Catastrophic Outage 3 CAT 3	The total loss of more than one service type in central office, or the loss of any service type on a system wide basis.
CAT Outage	Catastrophic outage as further defined below for CAT 1, CAT 2, and CAT 3 outages.
CSR	CALNET Service Review as described in Section 6.15.8.1
Delay	Average round trip transfer delay measured from MPOE to MPOE.
Dial Tone Delay	A measurement of time from a client goes off hook, to the time dial tone is delivered to the client station.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a circuit or service, for more than twelve (Tier 2) or twenty-four hours (Tier 1).
Major Fault	Defined as trouble tickets opened with the Contractor's helpdesk: On five (5) or more physical circuit (DS-1 or higher speed) at the same address location. Or The loss of 2 or more service types to a single user at the same address location.
Mean Time to Repair	The circuit is unusable during the time the trouble ticket is recorded as open in the Contractors trouble ticket system minus stop clock conditions. The mean shall be derived as the sum of the total trouble ticket duration hours per calendar month, per service type, divided by the number of tickets per calendar month, per service type.
Mean Time to Respond	The time it takes the Contractor to call back the Client acknowledging receipt of the trouble ticket or incident report by the Contractor helpdesk personnel.
Minor Fault	A Minor Fault shall be defined as a trouble ticket opened with the Contractor's helpdesk on the loss of any circuit or service to a single user at a site.

SLA	Definition
Project Work Response	The interval for contractor response to initial request from client when initiating a project request. The interval for contractor providing quoted schedule or appointment.
Provisioning	New service, adds, moves and changes.
Repeated Trouble	Trouble symptoms reported must be reasonably similar or related on each report and result in a found trouble.
Scheduled Uptime	The total time less time required for scheduled maintenance or scheduled upgrades
Throughput	Total number of packets/cells/frames output at the egress port divided by total number of packets/cells/frames input at the ingress port within the subscribed rate.
Time to Repair	The circuit is unusable during the time the trouble ticket is recorded as open in the Contractors trouble ticket system minus stop clock conditions. This SLA is applied per occurrence.
Total Monthly Recurring Charges (TMRC)	The monthly recurring charges for the transport and service i.e., access circuit, mileage, interoffice channels, ports, PVCs etc. All charges that comprise the total monthly reoccurring cost per circuit and/or service.
Unavailable Time	Includes Catastrophic Outages. The total hours from when a trouble ticket is opened until the problem is restored minus stop clock condition durations.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.15.4 Table A - Data Service Level Agreements (M)

If a circuit/service fails to meet one or more of the performance objectives contained in this table, only the largest monthly rights and remedies for all performance objectives not met shall be credited to the Client.

The Contractor shall apply rights and remedies to all components of a Contract related service for each service outage (i.e., transport, service, and features).

SLAs for desirable service are not mandatory, however, they will be evaluated in accordance with Section 9, Proposal Evaluation.

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Objectives**	**Rights and Remedies**
Provisioning Install intervals are based on the interval table (6.15.9) or Client negotiated due dates. The sum of all service orders meeting the objective in the measurement period divided by the sum of all service orders due in the measurement period equals the monthly average.	Immediate			Immediate	
	Install on or before due date per install order	• 50% of installation fee refunded to client for any missed due date. • End User Escalation Process • DGS/TD Escalation		Install on or before due date per install order	• 50% of installation fee refunded to client for any missed due date. • End User Escalation • DGS/TD Escalation
	Monthly			Monthly	
	Greater than 90% monthly average	▪ 100% of installation fee refunded to client for all orders that did not complete on time during the month if the monthly average objective is not met. ▪ CSR ⇒CAP ⇒C/SLOR		Greater than 95% monthly average	• 100% of installation fee refunded to client for all orders that did not complete on time during the month if the monthly average objective is not met. ▪ CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
Project Work Response to STD Form 20	Immediate			Immediate	
Initial Response to schedule appointment	Next business day	Escalation to Contractor's Account Manager		Next business day	Escalation to Contractor's Account Manager
Receipt of final Scope of Work	Within 10 days			Within 10 days	
	Monthly			Monthly	
	N/A	Review process with DGS/TD		N/A	Review process with DGS/TD
Mean Time To Respond	Immediate			Immediate	
	Within 15 minutes	Escalation with contractor supervisor call back within 15 minutes		Within 15 minutes	Escalation with contractor supervisor call back within 15 minutes
	Monthly			Monthly	
	Less than 15 minutes monthly average	Senior management escalation		Less than 15 minutes monthly average	Senior management escalation

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
Availability % The monthly Availability %shall be based on the accumulative total of all outage durations that do not trigger a rebate for each circuit number/phone number/service ID, per calendar month. Monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by scheduled uptime per month multiplied by 100. (7X24)	Immediate			Immediate	
	N/A	▪ End User Escalation Process ▪ DGS/TD Escalation Process		N/A	▪ End User Escalation Process ▪ DGS/TD Escalation Process
	Monthly			Monthly	
	Analog>98.7% DS0>98.7% DS1>99.0% DS3>99.3% OCX>99.3% DSL>98.7 Gig Ethernet>99.2%	▪ 15% of the TMRC. 2nd consecutive month, 25% of TMRC. Each additional consecutive month, 50% of the TMRC. ▪ CSR ⇒CAP ⇒C/SLOR		Analog>99.2% DS0>99.2% DS1>99.5% DS3>99.8% OCX>99.8% DSL>99.2 Gig Ethernet>99.7%	▪ 15% of the TMRC. 2nd consecutive month, 25% of TMRC. Each additional consecutive month, 50% of the TMRC. ▪ CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
Time to Repair (TTR) **Minor Fault** The circuit or service is unusable during the time the trouble ticket is recorded as opened until restoration of the circuit or service, minus stop clock conditions. (7X24)	Immediate			Immediate	
	Analog=less than 6 hours DS0=less than 6 hours DS1=less than 5 hours DS3=less than 3 hours DSL=Less than 6 hours Gig Ethernet = less than 3.5 hours	• 15% TMRC per occurrence. 2nd consecutive month, 25% of TMRC. Each additional consecutive month, 50% of the TMRC. • End-User Escalation Process • DGS/TD Escalation Process		Analog=less than 5 hours DS0=less than 5 hours DS1=less than 4 hours DS3=less than 2 hours DSL=less than 5 hours Gig Ethernet = less than 3 hours	▪ 15% TMRC per occurrence. 2nd consecutive month, 25% of TMRC. Each additional consecutive month, 50% of the TMRC. • End-User Escalation Process ▪ DGS/TD Escalation Process
	Monthly			Monthly	
	N/A	CSR ⇒CAP⇒C/SLOR		N/A	CSR ⇒CAP⇒C/SLOR
Time to Repair (TTR) **Major Fault** Each circuit is unusable from the time the first trouble ticket is opened until restoration of the circuit or service minus stop clock conditions. The outage count applies to all reported circuits affected by a common cause. (7X24)	Immediate			Immediate	
	Analog=less than 3 hours DS0=less than 3 hours DS1=less than 3 hours DS3=less than 3 hours DSL=less than 3 hours Gig Ethernet = less than 3 hours	• 25% of the TMRC per occurrence • End User Escalation Process • DGS/TD Escalation Process		Analog=less than 2 hours DS0=less than 2 hours DS1=less than 2 hours DS3=less than 2 hours DSL=less than 2 hours Gig Ethernet = less than 2 hours	• 25% of the TMRC per occurrence • End User Escalation Process • DGS/TD Escalation Process
	Monthly			Monthly	
		CSR ⇒CAP ⇒C/SLOR			CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
Repeated Trouble Three or more trouble tickets opened on a single circuit or service within a 30-day rolling calendar with similar or related trouble.	Immediate			Immediate	
	N/A	• End User Escalation Process • DGS/TD Escalation Process		N/A	• End User Escalation Process • DGS/TD Escalation Process
	Monthly			Monthly	
	less than 3 trouble tickets	• 15%of the TMRC, per occurrence • CSR ⇒CAP ⇒C/SLOR		less than 3 trouble tickets	▪ 15%of the TMRC, per occurrence ▪ CSR ⇒CAP ⇒C/SLOR
Excessive Outage The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the circuit or service, minus stop clock conditions. (7 x 24)	Immediate			Immediate	
	Less than 24 hours	• Senior Management Escalation • Client may request from contractor an Excessive Outage restoration briefing • 100% of the TMRC per occurrence for each circuit or service out of service greater than 24 hours.		Less than12 hours	• Senior Management Escalation • Client may request from contractor an Excessive Outage restoration briefing. • 100% of the TMRC per occurrence for each circuit or service out of service greater than 12 hours.
	Monthly			Monthly	
	N/A	CSR ⇒CAP ⇒C/SLOR		N/A	CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
DELAY End-User/Client is responsible for notifying the Contractor customer service center (helpdesk) when the frame/packet/cell transfer delay is below the committed level. Client or DGS shall determine the sample interval, provided that a minimum of 100 pings or more shall constitute test. The problem requires timely verification, consistent with industry standards (i.e., a protocol analyzer), by the Contractor. The Client shall initiate a trouble ticket based upon failure to meet performance objective. Trouble shall be tracked as a Quality of Service (QOS) problem using a special disposition code on the trouble ticket. QOS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports circuit as unusable for its intended uses. (7x24)	Immediate			Immediate	
	DS0 to DS1 64 byte ping: <150ms 1000 byte ping: <430ms DS1 64 byte ping: <90ms 1000 byte ping: <150ms DS3 64 byte ping: <80 ms 1000 byte ping: <140 ms OC3 64 byte ping: <70 ms 1000 byte ping: <125 ms OC12 64 byte ping: <65 ms 1000 byte ping: <110 ms OC48 64 byte ping: <65 ms 1000 byte ping: <100 ms Gig Ethernet 64 byte ping: <65 ms 1000 byte ping: <100ms	• 15% of TMRC per occurrence for the reported circuit. • 25% of TMRC 2nd consecutive month • 50% of TMRC each additional consecutive month • End User Escalation Process • DGS/TD Escalation Process		DS0 to DS1 64 byte ping: <120ms 1000 byte ping: <400ms DS1 64 byte ping: <60ms 1000 byte ping: <120ms DS3 64 byte ping: <65 ms 1000 byte ping: <110 ms OC3 64 byte ping: <65 ms 1000 byte ping: <100 ms OC12 64 byte ping: <60 ms 1000 byte ping: <100 ms OC48 64 byte ping: <55 ms 1000 byte ping: <100 ms Gig Ethernet 64 byte ping: <60 ms 1000 byte ping: <100ms	• 15% of TMRC per occurrence for the reported circuit. • 25% of TMRC 2nd consecutive month • 50% of TMRC each additional consecutive month • End User Escalation Process • DGS/TD Escalation Process
	Monthly			Monthly	
	N/A	CSR ⇒CAP ⇒C/SLOR		N/A	CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
THROUGHPUT End-user/Client is responsible for notifying the Contractor helpdesk when there is a suspected frame/packet/cell delivery problem with the reported circuit. The problem requires timely verification, consistent with industry standards (e.g., a protocol analyzer), by the Contractor. The End-User/Client shall initiate a trouble ticket based upon failure to meet performance objectives. Trouble shall be tracked as a Quality of Service (QOS) problem using a special disposition code on the trouble ticket. QOS tickets shall not count in availability or Time to Repair measurements unless and until the End-User/Client reports circuit as unusable for it intended uses. Throughput % excludes time required for scheduled maintenance or scheduled upgrade. (7x24)	Immediate			Immediate	
	Greater than 99.5% monthly average throughput for the reported circuit	• 15% of TMRC per occurrence for the reported circuit. • 25% of TMRC 2nd consecutive month • 50% of TMRC each additional consecutive month • End User Escalation Process • DGS/TD Escalation Process		Greater than 99.9% monthly average throughput for the reported circuit	• 15% of TMRC per occurrence for the reported circuit. • 25% of TMRC 2nd consecutive month • 50% of TMRC each additional consecutive month • End User Escalation Process • DGS/TD Escalation Process
	Monthly			Monthly	
	N/A	CSR ⇒CAP ⇒C/SLOR		N/A	CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
CAT 1 The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a Trouble Ticket, whichever occurs first. A trouble ticket shall be opened by the Contractor for each circuit and/or service or the Contractor shall compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by End-User/Client initiated trouble ticket as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24)	Immediate			Immediate	
	Less than 4 hours	• 100% of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 1 fault • End User Escalation Process • DGS/TD Escalation Process		Less than 2 hours	• 100% of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 1 fault. • End User Escalation Process • DGS/TD Escalation Process
	Monthly			Monthly	
	N/A	CSR ⇒CAP ⇒C/SLOR		N/A	CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
CAT 2 The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket, whichever occurs first. Outage duration shall be measured on a per circuit or per-port basis from information recorded from the network switches. A Contractor ticket shall be opened or a list compiled for any service/circuit outage caused by the Cat 2 event. Any service/circuits reported by End-User/Client initiated trouble ticket as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24)	Immediate			Immediate	
	Less than 1 hour	• 100% of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 2 fault • End User Escalation Process • DGS/TD Escalation Process		Less than 30 minutes	• 100% of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 2 fault • End User Escalation Process • DGS/TD Escalation Process
	Monthly			Monthly	
	N/A	CSR ⇒CAP ⇒C/SLOR		N/A	CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
CAT 3 The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket, whichever occurs first. A Contractor ticket shall be opened or a list compiled for any service/circuit outage caused by the Cat 3 event. Any service/circuits reported by End-User/Client initiated trouble ticket as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24)	Immediate			Immediate	
	Less than 30 minutes	• Senior Management Escalation Process • 100% of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 3 fault.		Less than 15 minutes	• Senior Management Escalation Process • 100% of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 3 fault.
	Monthly			Monthly	
	N/A	CSR ⇒CAP ⇒C/SLOR		N/A	CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
Notification (7x24)	Immediate			Immediate	
	Within 30 minutes of a Cat 2 or Cat 3 failure, the Contractor shall notify general stakeholders (as determined by DGS/TD) via the Contractor's automated notification system. At 60 minute intervals, updates shall be given on the above mentioned failures via the Contractors automated notification system which shall include time and date of the updates.	Senior Management Escalation		Within 30 minutes of a Cat 2 or Cat 3 failure, the Contractor shall notify general stakeholders (as determined by DGS/TD) via the Contractor's automated notification system. At 60 minute intervals, updates shall be given on the above mentioned failures via the Contractors automated notification system which shall include time and date of the updates.	Senior Management Escalation

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.15.5 Table B - Voice and Line-Side Service Level Agreement (M)

If a circuit/service fails to meet one or more of the performance objectives contained in this table, only the largest monthly rights and remedies for all performance objectives not met shall be credited to the client.

The Contractor shall apply rights and remedies to all components of a Contract related service for each service outage i.e., transport, service, and features.

SLAs for desirable service are not mandatory, however, they will be evaluated in accordance with Section 9, Proposal Evaluation.

Table B - Voice and Line-Side Service Level Agreement					
Measurement	**Immediate Objective**	**Immediate Rights and Remedies**		**Monthly Objective**	**Monthly Rights and Remedies**
Provisioning Install intervals are based on the interval table or client negotiated due dates. The sum of all service orders meeting the objective in the measurement period divided by the sum of all service orders due in the measurement period equals the monthly average.	Install on or before due date	▪ 50% of installation fee refunded to Client for any missed due date • End User Escalation Process • DGS/TD Escalation Process		Greater than 95% monthly average	▪ 100% of installation fee refunded to Client for all orders that did not complete on time during the month if the monthly average objective is not met. ▪ CSR ⇒CAP ⇒C/SLOR
Project Work Response **Initial Response to schedule appointment** **Receipt of final scope of work**	Next business day Within 10 Days	▪ Escalation to Contractor's Account Manager			▪ Review process with DGS/TD
Mean Time to Respond	Within 15 minutes	▪ Escalation with Contractor supervisor call back within 15 minutes		Less than 15 minutes monthly average	▪ Review process with DGS/TD

Table B - Voice and Line-Side Service Level Agreement					
Measurement	**Immediate Objective**	**Immediate Rights and Remedies**		**Monthly Objective**	**Monthly Rights and Remedies**
Mean Time To Repair **Minor Fault** The circuit or service is unusable during the time the trouble ticket is recorded as opened until restoration of the circuit or service, minus stop clock conditions. (7X24)	N/A	• End User Escalation Process • DGS/TD Escalation Process		Monthly Average is less than 6 hours	▪ 15% of the TMRC per occurrence of 6 hours or greater if MTTR exceeds the monthly objective. 2nd consecutive month for the same circuits or service, 25% of the TMRC. Each additional month for the same circuit or service, 50% of the TMRC. ▪ CSR ⇒CAP ⇒C/SLOR
Mean Time To Repair **Major Fault** Each circuit is unusable from the time the first trouble ticket is opened until restoration of the circuit or service minus stop clock conditions. The outage count applies to all reported circuits affected by a common cause. (7X24)	N/A	• End User Escalation Process • DGS/TD Escalation Process		Monthly Average is less than 6 hours	▪ 15% of the TMRC per occurrence of 6 hours or greater if MTTR exceeds the monthly objective. 2nd consecutive month for the same circuits or service, 25% of the TMRC. Each additional month for the same circuit or service, 50% of the TMRC. . ▪ CSR ⇒CAP ⇒C/SLOR
Repeated Trouble Three or more trouble tickets opened on a single circuit or service within a 30-day rolling calendar with similar or related trouble.	N/A	• End User Escalation Process • DGS/TD Escalation Process		Less than 3 trouble tickets in a 30-day period.	▪ 15%of the TMRC, per occurrence of 3 or more ▪ CSR ⇒CAP ⇒C/SLOR

Table B - Voice and Line-Side Service Level Agreement					
Measurement	**Immediate Objective**	**Immediate Rights and Remedies**		**Monthly Objective**	**Monthly Rights and Remedies**
Excessive Outage The circuit or service is unusable during the time the trouble ticket is recorded as opened until restoration of the circuit or service, minus stop clock conditions. (7X24)	Outage time less than 12 hours	• 100% of the TMRC per occurrence for each circuit or service out of service greater than 12 hours. • Senior Management Escalation • Client may request from contractor an Excessive Outage restoration briefing.			▪ CSR ⇒CAP ⇒C/SLOR
CAT 1 The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a Trouble Ticket, whichever occurs first. A trouble ticket shall be opened by the Contractor for each circuit and/or service or the Contractor shall compile a list for each circuit or service affected by the common cause. Each circuit or service is considered out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by End-User/Client initiated trouble ticket as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24)	Less than 2 hours	▪ 100% of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 1 fault. ▪ End User Escalation Process ▪ DGS/TD Escalation Process		N/A	▪ CSR ⇒CAP ⇒C/SLOR

Table B - Voice and Line-Side Service Level Agreement					
Measurement	**Immediate Objective**	**Immediate Rights and Remedies**		**Monthly Objective**	**Monthly Rights and Remedies**
CAT 2 The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a Trouble Ticket, whichever occurs first. Outage duration shall be measured on a per circuit or per-port basis from information recorded from the network switches. A Contractor trouble ticket shall be opened or a list compiled for any service/circuit outage caused by the Cat 2 event. Any service/circuits reported by End-User/Client initiated trouble ticket as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24)	Less than 30 minutes	▪ 100% of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 2 fault • End User Escalation Process ▪ DGS/TD Escalation Process		N/A	▪ CSR ⇒CAP ⇒C/SLOR

Table B - Voice and Line-Side Service Level Agreement				
Measurement	**Immediate Objective**	**Immediate Rights and Remedies**	**Monthly Objective**	**Monthly Rights and Remedies**
CAT 3 The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a Trouble Ticket, whichever occurs first. A Contractor ticket shall be opened or a list compiled for any service/circuit outage caused by the Cat 3 event. Any service/circuits reported by End-User/Client initiated trouble ticket as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24)	Less than 15 minutes	• Senior Management Escalation Process • 100% of the TMRC for each circuit /service not meeting the per occurrence objective for a single Cat 3 fault.	N/A	▪ CSR ⇒CAP ⇒C/SLOR

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

Table B2- Voice and Line-Side Service Level Agreement (D)

If a circuit/service fails to meet one or more of the performance objectives contained in this table, only the largest monthly rights and remedies for all performance objectives not met shall be credited to the client.

The Contractor shall apply rights and remedies to all components of a Contract related service for each service outage i.e., transport, service, and features.

Measurement	Immediate Objective	Immediate Rights and Remedies		Monthly Objective	Monthly Rights and Remedies
Dial Tone Delay The problem requires timely verification, consistent with industry standards by the Contractor. The End-User/Client shall initiate a trouble ticket based upon failure to meet performance objective. Trouble shall be tracked as a Quality of Service (QOS) problem using a special disposition code on the trouble ticket. QOS tickets shall not count in availability or Mean Time to Repair measurements unless and until the End-User/Client reports circuit as unusable for its intended uses. Rights and Remedies shall apply per occurrence.	Less than 3 seconds	• 10% of TMRC per circuit or service. 25% for consecutive months.			

Measurement	Immediate Objective	Immediate Rights and Remedies	Monthly Objective	Monthly Rights and Remedies
Grade of Service Sample measurements of terminating and originating call attempts. Upon request from DGS/TD, the Contractor shall take samples during the peak busy period of the average business day from any requested class 5 or equivalent switching node that provides Contract related voice/linside services. Rights and Remedies shall be applied to all trouble tickets opened as a result of a node's failure to meet the objective.	P.01 grade of service (for public safety or equivalent essential services) P.03 grade of service (for general business communications)	▪ 10% of TMRC per circuit or service. 25% for consecutive months.		

Measurement	Immediate Objective	Immediate Rights and Remedies		Monthly Objective	Monthly Rights and Remedies
Call Set-up Time The problem requires timely verification, consistent with industry standards by the Contractor. End-User/Client shall initiate a trouble ticket based upon failure to meet performance objective. Trouble shall be tracked as a Quality of Service (QOS) problem using a special disposition code on the trouble ticket. QOS tickets shall not count in availability or Mean Time to Repair measurements unless and until the End-User reports circuit as unusable for its intended uses. Rights and Remedies shall apply per occurrence.	Less than 3 seconds.	• 10% of TMRC per circuit or service. 25% for consecutive months.			

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.15.6 Table C – Contract Management and Client Services (M)

Table C – Contract Management and Client Services			
Measurement	**Objectives**	**DGS/TD Rights and Remedies**	**Client Rights and Remedies**
Tools and Reports Implementation Within 45 business days after contract award, the Contractor and DGS/TD shall agree to the implementation timeline for dates for the following: • Public Web Site (6.17.1) • Private Web Site (6.17.2) • Client Trouble Ticket Reporting and Tracking System (6.17.3) • Service Provisioning and Tracking System 6.17.4) • On-Line Ordering Tool • Network Backbone Monitoring Application/Tool (6.17.6) • Backbone Network Inventory Report • Service Level Agreement Reports (6.17.9) • Fiscal Management Databases (6.16.1) • DGS/TD Fiscal Inventory Report of All Services (6.16.2.1) • DGS/TD Detail of Services Billed Report by Service (6.16.2.2) • DGS/TD Detail of Services Billed Report by Agency (6.16.2.3) • Trouble Ticket/SLS Credits Fiscal Report (6.16.2.4) • DGS/TD Service Order/Provisioning Fiscal Report (6.16.2.5) • DVBE Tracking Fiscal Report (6.16.2.6) • Service Location Report (6.16.2.7) • General Client Profile Information (6.16.2.8) • Tool and report inventory and schedule (6.17)	All tools and reports shall meet the requirements and be fully functional and provided in accordance with the timeline required in Section 6.17 and agreed upon by DGS/TD. Additional or replacement tools and reports shall be fully functional by dates agreed upon by DGS/TD and the Contractor.	$1000 per tool/report on the first day after due date and $250 per week thereafter.	N/A

Table C – Contract Management and Client Services			
Measurement	**Objectives**	**DGS/TD Rights and Remedies**	**Client Rights and Remedies**
Tools Availability DGS/TD shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened. The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.15.7 shall apply. The Availability % shall be calculated by adding the duration times for all trouble tickets opened on a single tool within the calendar month. • Public Web Site 6.17.1 • Private Web Site 6.17.2 • Client Trouble Ticket and Tracking System 6.17.3 • Service Provisioning and Tracking System 6.17.4 • On-line Ordering Tool 6.17.5 • Network Backbone Monitoring Application/Tool 6.17.6 • Fiscal Management Database (s) 6.16.2.1 – 6.16.2.8	100% Functional 90% of the time measured on a monthly basis.	$400 per month, per tool	Escalation to DGS/TD
Tools Time-To-Repair – Clients Clients shall report any failure/problem to the Customer Service Center and a trouble ticket shall be opened. The Tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.15.7 shall apply. This SLA is per occurrence and applies to the following: • Client Trouble Ticket and Tracking System 6.17.3 • Service Provisioning and Tracking System 6.17.4 • On-line Ordering Tool 6.17.5	Less than 4 hours	N/A	Escalation to DGS/TD

Table C – Contract Management and Client Services			
Measurement	**Objectives**	**DGS/TD Rights and Remedies**	**Client Rights and Remedies**
Report Delivery Intervals • Backbone Inventory Report 6.17.8 • Service Level Agreement Reports 6.17.9 • DGS/TD Fiscal Inventory Report of All Services 6.16.2.1 • Trouble Ticket/SLS Credits Fiscal Report 6.16.2.4 • DGS/TD Service Order/Provisioning Report 6.16.2.5 • DVBE Tracking Fiscal Report 6.16.2.6 • Service Location Report 6.16.2.7 • General Client Profile Information 6.16.2.8	Deliver all reports within 3 days of the mutually agreed delivery dates from 6.17	$400 and $100 per week thereafter	Escalation to DGS/TD
Invoicing Accuracy Any Contractor caused errors occurring on an invoice shall be resolved within 61 days of the original invoice date.	100% invoice accuracy	DGS/TD escalation process	Client Escalation Process. 10% TMRC for each circuit or service with invoice errors. 20% TMRC for each consecutive month until error is corrected.

Table C – Contract Management and Client Services			
Measurement	**Objectives**	**DGS/TD Rights and Remedies**	**Client Rights and Remedies**
Administration Fee Reports Delivery Interval • DGS/TD Detail of Services Billed Report by Agency 6.16.2.3 • DGS/TD Detail of Services Billed Report by Service 6.16.2.2	Deliver reports on the date administration fee payments are due	0.5% of month's administration fees shall be paid to DGS/TD 61 days from the end of each calendar month that a bill is rendered.	N/A
Late payment of Administration Fees to DGS/TD Administration fees are due 60 days from the end of each calendar month that a bill is rendered	Payment in full	0.5% of month's administration fees shall be paid to DGS/TD 61 days from the end of each calendar month that the bill is rendered.	N/A

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.15.7 Stop Clock Conditions (M)

Stop Clock Conditions are critical to the CALNET rights and remedies for non-catastrophic outages because they influence the calculation of trouble ticket durations. Note: in this section, the term "End-User" includes End-Users and Clients, whichever is applicable.

1. Periods when a restoration or testing effort is delayed at the specific request of the End-User. The Stop Clock condition shall exist during the period the contractor was delayed, provided that reasonable and documented efforts are made to contact the End-user during the applicable Stop Clock period.
2. Time after a circuit has been restored, but End-User request ticket be kept open for observation. If the circuit is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the circuit has not been restored.

3. Time after a circuit has been restored, but End-User is not available to verify that the circuit is working. If the circuit is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the circuit has been restored and the time the End-User notifies the Contractor that the circuit has not been restored.
4. Restoration cannot be achieved because the problem has been isolated wiring that is not maintained by Contractor, or any of its subsidiaries, subcontractors, or affiliates.
5. Trouble caused by a power problem outside of the responsibility of the Contractor.
6. Lack of building entrance facilities or conduit structure that are the End-User's responsibility to provide.
7. The following contact/access problems, provided that Contractor makes reasonable efforts to contact End-User during the applicable stop clock period
    - Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative
    - Site contact refuses access to technician who displays proper identification
    - Insufficient or incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes reasonable steps to obtain the correct information.
    - Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.
    - If it is determined later that the cause of the problem was not at the site in question, and then the Stop Clock shall not apply.
8. Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a reasonable request to End-User staff to correct the problem or delay.
9. End-User applications that interfere with repair of the trouble.
10. Repair/replacement of CPE not provided by Contractor if the problem has reasonably been isolated to the CPE
11. Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the circuit has been restored as long as Contractor can provide documentation substantiating message from Contractor's technician.

12. An outage directly related to any properly performed scheduled maintenance or upgrade. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs will apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to this paragraph 12 stop clock criteria.
13. Any problem or delay caused by a third party not under the control of Contractor, not reasonably preventable by Contractor, including, but not limited to, cable cuts not caused by the Contractor. Contractor's affiliates, subsidiaries, or subcontractors shall be deemed to be under the control of Contractor with respect to the equipment, services, or facilities to be provided under this contract.
14. Force Majeure events, as defined in the terms and conditions of the contract.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.15.8 CALNET Service Review and Off-Ramp Process (M)

6.15.8.1 CALNET Service Review (CSR) (M)

If the Contractor does not meet a Performance Objective to DGS/TD's satisfaction, the Client may (through DGS/TD) invoke the CSR process by written notice ("CSR Notice") to the Contractor. Upon receipt of such notice, the parties shall follow the steps below to resolve any such service issue.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.15.8.2 Corrective Action Plan (CAP) (M)

- The Contractor shall provide a CAP to the Client and DGS/TD for the at-issue circuit(s) or service within ten (10) working days of receipt of the CSR Notice invoking the CSR process. The CAP shall identify the root cause(s) of the extended outages and all actions planned by the Contractor to ensure the affected circuits or service achieve and maintain the identified Performance Objectives. The Parties shall determine a reasonable period for completion of the CAP effort with input from all parties. In the event the period for the Contractor's proposed CAP effort shall exceed twenty (20) days, DGS/TD may find an alternate solution to provide service to End-User.
- Contractor shall monitor the service performance as it relates to the CAP during the next month, providing Client and DGS/TD with CAP progress information.
- Contractor shall brief the Client and DGS/TD regarding the progress of all CAPs at each scheduled performance review identified in the CAP.
- The "Circuit or Service Correction Period" shall mean the full calendar month immediately following the agreed upon completion date of the CAP. The "Circuit or Service Acceptance Period" shall mean the three calendar month period immediately following the month in which the Circuit or Service Correction Period ends. If Contractor achieves and maintains the Circuit or Service Level Performance Objective during the Circuit or Service Correction Period and the Circuit or Service Acceptance Period, the time frames for invoking a CSR shall be restored to those set forth in the first paragraph of this Section above.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.15.8.3 Circuit or Service Level Off-Ramp (C/SLOR) (M)

In the event that the Contractor fails to achieve and maintain the Circuit or Service Level Performance Objective during the Circuit or Service Correction Period or the Circuit or Service Acceptance Period, the Client may elect to terminate the specific circuit(s) or service, at no cost to DGS, Client, or End-User. Contractor agrees that they are responsible for removing, at no cost to the

Client, End-User, or DGS, any Contractor provided equipment or facilities that are associated with the circuit or service that is off-ramped.

Thereafter the Client, at its discretion, may elect to terminate the specific circuit(s) or service or migrate the specific circuits(s) or service to an alternate service or facility offered under this Contract. Contractor agrees to waive Contractor's non-recurring costs associated with migrating to an alternate service or facility offered under this Contract. Notice of such termination or migration shall be made by written notice from the Client, through DGS to Contractor. The notice shall identify the Client circuit(s) or service to be off-ramped or migrated and the date on which the off-ramp or migration shall be effective. In the event specific circuits or service are migrated to an alternate service or facility offered under this Contract, Contractor shall complete the migration in accordance with the installation intervals for such alternate service or facility as identified in this Contract.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.15.9 Installation Interval SLA's(M)

CALNET Service Installation Intervals	
Services	**Install Intervals**
VOICE	
1. Intra-LATA Calling	
Local (Zone 1 & 2)	Next Business Day
Zone 3	Next Business Day
Local Toll	Next Business Day
2. Long Distance	

CALNET Service Installation Intervals	
Services	**Install Intervals**
□ Switched	Next Business Day
□ Dedicated	10 Business Days
3. Toll Free Service	Next Business Day
4. Toll Free Enhanced Call Routing	ICB
5. International Toll Free	Next Business Day
6. 900 Service	10 Business Days
7. Calling Card	5 Business Days for up to 500 with existing account
□ Pre-Paid Calling Card	45 Business Days for up to 500, with existing account
8. Advanced Call Routing	10 Business Days, with existing system
9. Audio Conferencing	
□ Account set-up	10 Business Days
□ Conference set-up w/account	Next Business Day
LINE SIDE SERVICES	
1. Measured Business Line Services	Next Business Day, using automated order system. 1 hour for feature change using automated order system.

CALNET Service Installation Intervals	
Services	**Install Intervals**
2. Central Office Exchange Basic Service or Equivalent	Next Business Day using, automated ordering system 1 hour for feature changes using automated order system
3. Call Center Services	ICB
4. Computer Telephone Interface (CTI)	ICB
5. Central Office Trunk Service	10 Business Days, if less than 15 trunks
6. Voice Mail	3 Business Days
7. Interactive Voice Response (IVR)	ICB
8. Consolidated Services	ICB
• ACD	ICB for new ACD. Next business day for MACs for an established ACD
• Network ACD	ICB
• Voice Mail	3 business days
• Management Information Systems	ICB
• Announcement in Queue	ICB
• CTI	ICB
• Audio Conferencing	Next business day using automated order system

CALNET Service Installation Intervals	
Services	**Install Intervals**
DATA SERVCIES	
1. Analog	
Analog	10 Business Days with available facilities
Extended Analog	10 Business Days w/available facilities
2. Carrier Service	
Carrier DS-0	15 Business Days with available facilities

CALNET Service Installation Intervals	
Services	**Install Intervals**
Carrier DS-1	15 Business Days with available facilities
Carrier DS-3	ICB
Extended Carrier DS-0	15 Business Days with available facilities
Extended Carrier DS-1	15 Business Days with available facilities
Extended Carrier DS-3	ICB
3. SONET (Desirable)	
SONET DS-1 (Desirable)	ICB
SONET DS3 (Desirable)	ICB
SONET OC-X (Desirable)	ICB
4. ISDN	
Basic Rate ISDN	Next Business Day, for data only if no site is required 3 Business Days for voice & data if no site work is required 10 days for BRI if site work is required)
Primary Rate ISDN	10 Business Days with available facilities

CALNET Service Installation Intervals	
Services	**Install Intervals**
5. Switched 56	10 Business Days with Facilities available Next Business Day for call routing feature change of existing service
6. Frame Relay	
□ Inter/Intra LATA Frame Relay DS-0	15 Business Days with available facilities
□ Inter/Intra LATA Frame Relay DS-1	15 Business Days with available facilities
□ Inter/Intra LATA Frame Relay DS-3	ICB
□ Extended Frame Relay DS-0	15 Business Days with available facilities
□ Extended Frame Relay DS-1	15 Business Days with available facilities
□ Extended Frame Relay DS-3	ICB
7. Asynchronous Transfer Mode (ATM)	

CALNET Service Installation Intervals	
Services	**Install Intervals**
□ Intra/Inter LATA ATM DS-1	15 Business Days with available facilities
□ Intra/Inter LATA ATM DS-3	ICB
□ Intra/Intra LATA ATM Service and OC-X Interface	ICB
□ Extended ATM DS-1	15 Business Days with available facilities
□ Extended ATM DS-3	ICB
□ Extended ATM OC-X	ICB
8. Managed Services	ICB
9. Digital Subscriber Line	
□ Asymmetric Digital Subscriber Line	10 Business Days, with available facilities

CALNET Service Installation Intervals	
Services	**Install Intervals**
DSL VPN (Desirable)	30 Business Days, with available facilities
10. Metropolitan Area Network (MAN)-Gigabit Ethernet (Desirable)	
MAN-Gigabit Ethernet 1Gb (Desirable)	Desirable
11. Video Conferencing	ICB
ALTERNATE TECHNOLOGIES	
1. Voice Over Internet Protocol (VoIP) (Network Based)	ICB
2. Voice Over Internet Protocol (VoIP) (CPE Based)	ICB
3. MPLS Based Services (Desirable)	Desirable
4. Managed IP Based Video Conferencing Services (Desirable)	Desirable
5. Net Conferencing (Desirable)	Desirable

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.16 FISCAL MANAGEMENT (M)

The Contractor shall provide DGS/TD with the system tools and reports necessary to perform Fiscal Management functions, including:

- Administrative fee validation
- Product/Service rate validation
- Taxes and surcharges validation
- Refunds and adjustments validation
- Develop trend reports for product/services
- Develop trend reports for CALNET Customers
- Monitor DVBE dollars expended

As a minimum the Contractor shall provide Contractor maintained databases which DGS/TD may query and download information via the web. Contractor shall also provide the standard reports identified below.

The Contractor shall insure that data from all CALNET subcontractors is accurate and collected on time to be included in the database(s) to produce accurate fiscal management reports no later than 60 days from the end of each calendar month that a bill is rendered. DGS/TD will access the databases and reports monthly and run Ad-Hoc queries or reports as may be necessary to exercise Contract oversight and management.

Inability of the Contractor to provide the monthly detailed fiscal management reports referenced in Section 6.16.2.2 (DGS/TD Detail of Services Billed Report by Service) and 6.16.2.3 (DGS/TD Detail of Services Billed Report by Agency) along with the remittance of monthly administrative fee revenues will result in a late payment fee to DGS/TD as described in Section 6.15.6 (Service Level Agreements – Table C).

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.16.1 Fiscal Management Database(s) (M)

The Contractor shall provide and maintain databases which DGS/TD may query and download information via the web. The data will be maintained and available for one year and access to information previously archived will be provided upon request. This system(s) will store the following information:

1. CALNET Product/Service installation or termination
2. Trouble Tickets that trigger a refund, remedy or adjustment
3. Monthly billing associated with CALNET customers
4. Monthly totals for all product/services quantities and charges (with Administration Fee separated from the base charge)
5. CALNET customers information including address and contact information
6. DVBE monthly expenditures
7. A-Z data circuit inventory
8. Inventory (monthly) for all product/services purchased under the CALNET contract

The Contractor shall describe in detail a plan that identifies how information will be gathered and populated in the database on an initial and continuous basis.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.16.2 Fiscal Management Reports (M)

The Contractor's data management system will generate standardized reports and include the capability to produce ad hoc reports. If for some reason the information does not reside with the Contractor or is not integrated with the other systems, it is still the responsibility of the Contractor to provide this information.

The standard reports shall be provided to DGS/TD monthly, without charge. All reports shall be provided in both soft and hard copy. The soft copy will be supplied in both Access Database and delimited text file format. The Contractor shall provide record layout and labeling convention for all databases and reports.

The information provided by the Contractor shall use standard and consistent naming conventions. The report (s) be loaded monthly onto the private web. At a minimum, reports shall reflect a current monthly snapshot of the inventory of contracted services and client information.

When the Contractor must make adjustments to the administrative fee monies that are not collectable, the Contractor shall submit reports equivalent to the reports stated below, fully describing the service and the circumstances surrounding the adjustment.

If for some reason a service cannot be included on the main standard reports, soft and hard copy reports and corresponding reporting information must be provided to DGS/TD separately.

The Contractor shall provide the following standard reports to DGS/TD on a monthly basis:

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.16.2.1 DGS/TD Fiscal Inventory Report of All Services (M)

The DGS/TD Fiscal Inventory Report of All Services identifying all products and services shall include, at a minimum, the following information:

- Date
- Agency ID
- Customer name

- Customer address
- Service period
- Service type
- Service/Feature type
- Unique service/feature identification code
- Quantity of new installations
- Current quantities
- Minutes
- Usage charge
- Quantity of service terminations
- Contract rate
- Administrative fee rate
- Customer rate (Contract rate with administrative fee)
- Administrative fee totals
- Total charges identified by agency and also by State/local designation
- Contractor/Subcontractor name

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.16.2.2 DGS/TD Detail of Services Billed Report by Service (M)

The DGS/TD Detail of Services Billed Report By Service shall provide, at a minimum, the following information: (List each service type separately). SLA will apply if the report and administrative fee payment are not received after 60 days from the end of each calendar month that is a bill is rendered.

- Date

- Service period
- Service type
- Service feature type
- Contract Rate
- Administrative fee rate
- Customer rate
- Unique service/feature identification code
- Quantities
- Quantity of new installations
- Quantity of new terminations
- Total calls
- Total minutes
- Total recurring charges (i.e., including any ongoing charges/credits that are billed separately from the recurring charge section)
- Non-recurring charges (i.e., including any one-time charges/credits billed separately from the non-recurring charges section)
- Total usage charges
- Itemized taxes and surcharges by service
- Total credits and adjustments
- Total administrative fees
- Total monthly charges (including administrative fee)
- Customer bill group (i.e., executive, local government, higher education, etc.)
- Contractor/Subcontractor name

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.16.2.3 DGS/TD Detail of Services Billed Report by Agency (M)

The DGS/TD Detail of Services Billed By Agency Report shall provide, at a minimum, the following information: (List each service type separately). SLA will apply if the report and administrative fee payment are not received after 60 days from the end of each calendar month that a bill is rendered.

- Date
- Agency ID
- Customer name
- Customer address
- Bill payer number
- Billing telephone number
- Service period
- Service type
- Service/feature type
- Contract Rate
- Administrative Fee rate
- Customer Rate
- Unique service/feature identification code
- Quantities
- Total calls
- Total minutes
- Total recurring charges (i.e., including any ongoing charges/credits billed separately from the recurring charges section)
- Total non-recurring charges (i.e., including any one-time charges/credits billed separately from the non-recurring charges section)
- Total usage charges
- Itemized taxes and surcharges
- Total credits and adjustments
- Administrative fee rate charges

- Total administrative fees collected
- Total monthly charges
- Customer bill group (i.e., executive, local government, higher education, etc.)
- Contractor/Subcontractor name

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.16.2.4 Trouble Ticket/SLA Credits Fiscal Report (M)

The Trouble Ticket/SLA Credits Fiscal Report shall provide the following information at a minimum:

- Trouble ticket #
- Customer name
- Customer address
- Contractor name(s) (all vendors involved with the outage)
- Agency id (s)
- Billing number (s)
- Billing number name(s)
- Type of outage
- Description of outage
- Date(s) of outage
- Date trouble ticket opened
- Date trouble ticket closed
- Time
- Duration

- Total credits
- Services affected
- Features affected
- Quantities
- Affected SLA
- Location
- Circuit ID

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.16.2.5 DGS/TD Service Order/Provisioning Fiscal Report (M)

The DGS/TD Service Order/Provisioning Fiscal Report for products and services ordered by Clients shall provide, at a minimum, the following information:

- Agency ID
- Customer name
- Customer address
- Bill payer number
- Billing telephone number
- Service order number
- Date of service order
- Form 20 number or agency order number
- Type of service ordered
- Contract rate
- Administrative fee rate

- Customer rate (Contract rate with administrative fee)
- Unique service/feature identification code
- Service Location (no abbreviations for street, city, zip code)
- Circuit number(s)
- Telephone number(s)
- Install date
- Completion date if different than install date
- Vendor name if different than the Contractor (i.e., meet-point, resale)

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.16.2.6 DVBE Tracking Fiscal Report (M)

The DVBE Tracking Fiscal Report shall provide, at a minimum, the following information:

- Year
- Month
- Agency
- Agency ID
- Billing number
- Service/Product
- Charge per service/product
- Total charges
- Date Sold

- DGS reference number
- Contractor/subcontractor

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.16.2.7 Service Location Report (M)

The Service Location Report shall provide, at a minimum, the following information:

- Date
- Agency ID
- Agency Name
- Service Type
- Service Identifier code
- Transport type (i.e., DS0, DS1)
- "A" Service Location (separate fields for each: Street, Apt/Suite, City, Zip Code)
- "Z" Service (separate fields for each: Street, Apt/Suite, City, Zip Code
- Circuit/phone number quantity (per service type)
- Agency billing number (desirable)
- Features associated to each service ordered (desirable)
- Virtual Path quantity (per service type)
- CIR Total (per service type)
- Total Minutes

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.16.2.8 General Client Profile Information (M)

- Agency Identification Number (Contractor shall provide a numbering convention)
- Client Agency Name
- Government Sector (State, County, City, Federal Etc.)
- Exempt vs. Non-Exempt
- Billing Address (Street, Apt/Suite, City, Zip Code)
- Billing Number (s)

6.16.3 DGS/TD Fiscal Audits (M)

The DGS/TD may audit any client's invoice. DGS/TD may request the Contractor to provide access to the billing system and to provide a copy of any client's bill and supporting detail in electronic format without prior authorization.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.17 MANAGEMENT TOOLS AND REPORTS (M)

The Contractor shall provide network tools and reports described in Section 6.16 and this 6.17 to DGS/TD and DGS/TD authorized clients to oversee the contract at no cost to the DGS/TD and customers. The Contractor shall provide the following:

- Transport, hardware and software necessary for DGS/TD to access the network monitoring and management tools and reports
- Tools, applications and data to perform on-line daily, monthly and quarterly network trending, inventory, invoice and fiscal management analysis.
- Tools, applications and data to perform real time on-line ticketing and network performance analysis.
- Web-enabled applications for service provisioning, invoicing and trouble reporting from DGS/TD and DGS/TD authorized client PCs.
- A timeline shall be provided in the Bidder's response, estimating when these tools, applications and reports required in Sections 6.17 and 6.18 shall be implemented and available for DGS/TD and DGS/TD authorized clients. DGS/TD and the Contractor shall agree upon implementation dates within 45 business days after contract award.
- Web-enabled applications that have the ability to create password-protected accounts for access by DGS/TD authorized clients.
- Data for ad hoc reports required by DGS/TD.
- All invoices for contracted services shall be accessible to DGS/TD via a web based application.
- Tools and applications that are accessible from DGS/TD authorized state locations.
- Network monitoring and trending tools shall be made available for DGS/TD authorized clients (maximum of 10). To ensure quality control, security, and training, client personnel will obtain authorization from DGS/TD for controlled access to all tools, applications and reports.
- Reports using a data extractable application allowing DGS/TD and clients the ability to run custom reports.
- Current, accurate and standardized data.
- Training and ongoing support for all tools, applications and reports.
- System upgrades for all management tools and applications shall be provided at no cost.
- Provide and maintain an inventory of Contractor provided tools, applications and reports, which includes report elements for each report and a regular reporting schedule based on negotiated dates/intervals. In addition, the Contractor shall assign a unique name to each tool and report to be used as an identifier when reporting trouble.
- Provide quarterly reports for completed Contracted Service Project Work, Coordinated and Managed.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.17.1 Public Web Site (M)

The Contractor shall provide and maintain a public website and shall be updated at least weekly. All information, data and forms must be approved by DGS/TD before it is posted to this web site. The web site shall include the following:

- A list of all products and services with descriptions, availability and unique identifier, including features
- Product and service rates, including features
- Contract language and amendments
- Clients FAQs
- Client ordering instructions
- End-User Escalation Process
- List of available vendor offered training
- News
- Link to DGS/TD web site

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.17.2 Private Web Site (M)

The Contractor shall provide and maintain a private web site. The Contractor shall use this portal to provide DGS/TD and authorized clients with access to service level agreement reports, fiscal management reports, inventory management reports (if not provided through another means), invoice management, Contract performance reports, and contracted service project work reports.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.17.3 Client Trouble Ticket Reporting and Tracking System (M)

The Contractor shall provide a Client Trouble Ticket Reporting and Tracking System that is accessible by DGS/TD and DGS/TD authorized clients 24 hours a day, 7 days a week via a web enabled application. The Contractor's Customer Service Center, as described in section 6.14.1 will respond to the client's ticket in accordance with the SLA objectives. Clients shall have the capability of opening tickets either by a web-enabled application from their PCs or calling the toll free customer service number available 24 hours a day, 7 days a week. The trouble ticket system shall apply to all contracted services. Clients shall have a real-time view of the ticket data for all service issues. Only Contract related trouble tickets will appear in this system. A separate ticket shall be opened for each circuit, phone number, or service. DGS/TD and DGS/TD authorized clients shall have online access to the complete ticket data for a 6 month period after each ticket has been closed.

Minimum Requirements:

The ticketing system shall include the following minimum information: Contractor ticket number, agency name, agency unique identification number, client contact information, circuit number/phone number, virtual path number, service type, time/date ticket was opened, time/date problem is restored, time/date ticket closed, A and Z address locations, problem description, chronological history of Contractor activity (text), estimated time of arrival, estimated time of restoral, stop clock condition (s) applied and duration (s), and description of resolution. The Contractor will update tickets with Sub-Contractor/CLEC/ILEC provided status information.

System Functionality:

This system shall only provide views for Contract related and E9-1-1 trouble tickets. The system shall include the following reporting functionality:

- List all open Contract related trouble tickets

- View open trouble tickets and status for a specific circuit/phone number/unique service identifier.
- View all historical trouble tickets on a specific circuit/phone number/unique service identifier in the previous 6 months.
- List all historical trouble tickets by client.
- List all open and closed tickets by end user address location.
- Perform sorts by ticket numbers, client, and time and date fields in ascending order.
- Provide monthly reports for voice services which list the following: Ticket number, circuit/phone number/service identifier, client agency ID, client agency name, date/time opened, date/time of restoral, stop clocks applied, stop clock duration, and unavailable time as defined in Section 6.15.
- Provide monthly reports for data services which list the following: Ticket number, circuit/phone number/service identifier, client agency ID, client agency name, date/time opened, date/time of restoral, stop clocks applied, stop clock duration, and unavailable time as defined in Section 6.15.

The Contractor shall describe the system and how it meets or exceeds the minimum requirements and system functionality.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.17.4 Service Provisioning and Tracking System (M)

The Contractor shall provide a Service Provisioning, Tracking and Inventory System that allows clients the ability to provision service using a web enabled application. This application will process all moves, adds, deletes, and changes. The screens shall be designed to accommodate the provisioning requirements of the State. The Contractor's Customer Service Center shall respond to a client's service order Monday through Friday during the hours of 7 A.M. to 5 P.M. Service orders received after hours shall be process the next business day. Clients shall have the option to submit orders through the Service Provisioning and Tracking System, From 20, client account representatives or additional ordering systems. DGS/TD and clients shall have web based access to view orders and status for a 6 month period

after completion of the service order. If multiple ordering methods are used (i.e., Form 20, additional ordering systems) then the Contractor shall be responsible for processing all orders into the Service Provisioning and Tracking System within 30 business days of receiving the order for the Client. All client information shall be accessible to DGS/TD and partitioned information shall be accessible to DGS/TD authorized clients.

Minimum Requirements:

When applicable, service order and provisioning information shall include: Contractor service order number, client service order number, date of service order, client agency name, client ID number, A and Z end user address location(s), installation date, service type, service identifier number, PIC, speed, quantity, features, feature code, description of request, contact information, install due date, order completion date, demarcation location, circuit number/phone number/service identifier, client acceptance date, and comments.

The Contractor shall describe the system and how it meets or exceeds the minimum requirements and system functionality.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.17.5 On-Line Ordering Tool (M)

The Contractor shall provide authorized clients a software application, which provides the capability to change features and service option assignments on existing Central Office Exchange Services (or equivalent) stations. These request are processed by the central office switch without having to issue service orders. This tool shall also allow clients the capability to manage number groupings (i.e. directory number hunt, call pickup, etc.) and request reports. The Contractor shall be responsible for updating the Contract related inventory when changes are made using this tool.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.17.6 Network Backbone Monitoring Application/Tool (M)

The Contractor shall provide a real-time and historical network performance and fault detection application/tool to DGS/TD. The system shall be designed to identify the availability and performance of contracted services along with the overall network health. This system must be designed to identify the availability and performance of backbone services and the networks, systems and applications that make up that service (i.e., trunking, switches, operating system etc.). If one system cannot cover all network services and more than one is required, then each system is to be interoperable and have a consistent look and feel.

The Contractor shall provide the following features:

- Dynamic GUI views that show the relationship between devices in complex switched environments and network services.
- Alarm indicators for adversely effected network components
- Immediate real-time network availability, throughput, congestion, utilization, and error statistics inquiry responses
- Historical network availability, throughput, congestion, error statistics shall be available for a 6 month period.
- Notification or indicators when components are in an administrative/maintenance status.
- Real-time event log showing network activity.
- Drill down (point and click) capability to view hierarchical layout of components within the network.
- Capability to store events and statistics for 60 days.
- Allow inquiries to the end-user port/connection level.
- This tool shall provide the capability to run customized reports from collected data.
- The statistical information shall be in a data extractable format.

- Real-time voice statistical information shall include: incoming, outgoing, and total statistics for traffic usage, attempts, connected, overflow/blocked, failures, glare and abandon calls.
- From each central office connected to the State's ETN/700 network the Contractor will provide network performance reports for originated ETN/700 call during the peak busy period daily and terminating ETN/700 calls during the peak busy period daily. The originating and terminating call count for peak busy periods shall identify blocked call attempts, overflow call attempts, and failed call attempts. The Contractor shall verify with State the specific busy periods for all originated and terminated traffic. The reports shall be in compliance with ITU line performance measures as defined in ITU-T E.800.

The Contractor shall provide the following trend reports:

- Trunk utilization shall report ingress/egress port level information measured on a daily, weekly, and monthly basis.
- Throughput shall be measured on an hourly, daily and monthly basis for backbone traffic connections. Ability for end user requests to obtain throughput reports on specific end user connections when needed for client advocacy purposes.
- Event reports should be available for at least a period of 6 months with a capability of filtering for activity prior to and after network events.
- Provide standard and customized reports as determined by DGS/TD.

The Contractor shall describe the system and how it meets or exceeds the minimum requirements and system functionality.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.17.7 Service Performance Reports (M)

The Contractor shall develop and provide monthly Service Performance Summary reports when determined necessary by DGS/TD for Contract related services at no additional cost to the State.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.17.8 Backbone Network Inventory Report (M)

Upon DGS/TD request the Contractor shall provide DGS/TD with graphical Backbone Network Maps identifying backbone components including: circuit type, circuit identification, switch type, switch identification, NNIs, and handoff points. Multiple inventory maps shall be provided if the State's traffic transverses multiple networks (ie voice, data, etc). The Contractor shall provide revisions upon DGS/TD request. In addition, the Contractor shall provide a map(s) identifying the various types of single points of failure and their locations in the network(s).

These drawings shall be provided in both electronic format and hard copy. Electronic drawings shall be in .dwg, .dfx, .vsd, or any mutually agreed format. Hard copy drawing shall be provided in Standard E size.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.17.9 Service Level Agreement (SLA) Reports (M)

The Contractor shall provide DGS/TD with data necessary to perform SLA compliance oversight. The Contractor shall support DGS/TD in its Contract compliance functions through regularly scheduled meetings and monthly reports. All Contract related services shall be included in the monthly reports.

The Contractor shall also provide raw maintenance and switch data used to create summary reports upon DGS/TD request (i.e., catastrophic outage reports, etc.). This data

shall be provided in Microsoft Access, Excel, ASCII Text format or other mutually agreed upon format.

Monthly Service Level Agreement Reports shall be posted to the private web site. The report(s) must be loaded onto the web site and available to DGS/TD and DGS/TD authorized clients in a data extractable application.

All trouble tickets must appear in a SLA report within 60 days of the trouble ticket service restoral date. The report shall list all trouble tickets with a service restoral date occurring within the reported month, including tickets not qualifying for rebate.

Monthly reports will remain accessible to DGS/TD for a period of 6 months.

The Contractor shall provide a monthly report (s) that indicates what SLA and rebates were applied to each ticket number.

The Contractor shall provide Monthly SLA performance reports for grade of service, call completion, call set-up time, and dial tone availability. The format and information requirements shall be provided by the Contractor and approved by DGS/TD.

The Contractor shall provide a monthly summary report listing all the SLAs in Table A and Table B and the total number of tickets rebated for each SLA. Table A and Table B information will be reported separately. The summary information will remain on the website for the life of the contract.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.17.9.1 Minimum SLA Report Requirements (M)

The reports shall include the following detail, when applicable: report period, Contractor's trouble ticket number, circuit number/service ID/phone number, path name, product type, transport type (i.e., DS0, DS1), client ID number, client agency name, location of reported trouble (street address and city), ticket open date/time, problem restoral date/time, stop clock conditions applied, outage duration, unavailable time (as defined in the SLA section), type of SLA applied, % of client rebate, Table A or Table B. DGS/TD

desires the inclusion of the customer billing number and the month the rebate will appear on the customer's invoice.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.17.9.2 Minimum SLA Provisioning Report Requirements (M)

The SLA Provisioning Report shall be based on installation intervals and provided to DGS/TD within 60 days of the order completion date. Voice and data services shall be reported separately. SLA Provisioning reports shall include orders generated manually by a Form 20 or orders inputted by an automated system.

SLA Provisioning reports shall include the following information: reporting period, Contractor's service order number, client's service order number, type of order (new service, adds, moves and changes) circuit number/service ID/phone number, path name, product type, transport type (i.e., DS0, DS1), client ID number, client agency name, order date/time, due date/time, install date/time, stop clock conditions applied, % of client rebate, Table A or Table B.

The report shall also include the monthly provisioning percentage objectives identified in Table A and Table B, Options 1 and 2.

DGS/TD desires the inclusion of the customer billing number and the month the rebate will appear on the customer's invoice.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.17.9.3 Minimum SLA CAT 1, 2 and 3 Report Requirements (M)

CAT Outages SLAs shall be reported independently on a per occurrence basis. A SLA CAT Report shall be provided to DGS/TD within 60 days of the restoral date.

CAT 1, 2, 3 SLA reports shall include the following information:

Reporting period, Type of CAT, data and time of occurrence, circuit number/service ID/phone number (s), path name (s), product type, transport type (i.e., DS0, DS1), client ID number, client agency name, ticket open date/time, problem restoral date/time, unavailable time (as defined in the SLA section), % of client rebate, Table A or Table B. DGS/TD desires the inclusion of the customer billing number and the month the rebate will appear on the customer's invoice.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.17.10 Contracted Service Project Work Reports (M)

The Contractor shall provide DGS/TD with quarterly reports for completed Coordinated and Managed Projects as defined in Section 6.13.3, Contracted Service Project Work. . This data shall be provided in Access format or other mutually agreed upon format. Services installed as projects shall be included in the monthly service provisioning reports in section 6.17.9.2.

6.17.10.1. Coordinated Project Work Report (M)

The Coordinated Project Work Report will contain, but is not limited to the following information:

- STD. Form 20 reference number
- Agency identification number
- Agency name
- Agency address

- Service site address (s)
- Date contractor received STD. Form 20
- Date customer was initially contacted by contractor
- Date "Scope of Work" provided to customer
- Estimated cost
- Final cost
- Service type (s) installed
- Quantities of services
- Project Start date (customer acceptance of implementation plan/schedule)
- Negotiated project completion date
- Project completion date

6.17.10.2 Managed Project Work Report (M)

The Managed Project Work Report will contain, but is not limited to the following information:

- STD. Form 20 reference number
- Agency identification number
- Agency name
- Agency address
- Service site address (s)
- Date contractor received STD. Form 20
- Date customer was initially contacted by contractor
- Date "Scope of Work" provided to customer
- Estimated cost
- Final cost
- Service type (s) installed
- Quantities of services
- Date notify DGS/TD – non-ICB projects
- Date approved by DGS/TD – ICB projects
- Project start date (customer acceptance of implementation plan/schedule)
- Status
    a) Identification of major milestones
    b) Identification of project jeopardizes
- Negotiated project completion date
- Project completion date
- Project Manager name and contact information

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: *document*_____
*location*_____ *page*_____ *paragraph*_____

Description:

6.18 REQUIRED IMPLEMENTATION/TRANSITION STRATEGY (M)

The Contractor shall participate in two transition phases and submit two requisite plans; Transition-In occurs as part of the implementation and transition from the incumbent Contractor services to the new Contractor services. Transition-Out occurs at the end of the Contract term or cancellation of the contract, whichever occurs first. The Contractor agrees to cooperate fully with the state and awarded Contractors in planning, coordinating, and implementing the transition phases. For the Transition-In, the Contractor will provide an implementation/transition plan that will assure the State that all services will be transitioned to the Contract in a timely and efficient manner.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: *document*_____
*location*_____ *page*_____ *paragraph*_____

Description:

6.18.1 Transition Requirements of Startup (M)

As part of the RFP response, the Contractor will submit a Transition-In plan that will be evaluated on the following:

1. User Impact
2. Timeliness of transition
3. Fiscal Impact
4. Clarity and Detail
5. Strategy for inclusion of services provided by affiliates or sub-contractors
6. Strategy for transition of incumbent Contractor, affiliates, or reseller services to contracted services
7. Identification of network elements or end user CPE that requires conversion as part of business solution
8. Strategy for transition of State Integrated Billing System (SIBS) to Contractors legacy invoice systems
9. Identification of transition tasks dependent on state data or resources
10. Schedule for transition by agency, geographic location, and service type
11. Structure of organization to support transition
12. Inclusion of training plans for training categories and requirements identified in Section 6.11.6, Training.
13. Other plan content
14. Contractor shall submit a schedule and plan for conversion of administrative fees as follows:
    - Conversion schedule for administrative fees
    - Process for establishing administrative fees
    - Process for transitioning of administrative fees from incumbent Contractor to Contractor's new administrative fees.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.18.2 Transition Requirements of Termination (M)

The state will engage in a competitive bid process at the conclusion of the Contract term. The replacement services may replicate or be similar to the CALNET II Contract or may include design and development of new strategies to provide telecommunication services in the state. The State acknowledges the level of difficulty in anticipating future transition requirements without knowledge of proposed solutions. However it is critical the Contractor declare what it considers its responsibility and participation in transition of services, and to the extent possible, demonstrate how it would plan and conduct the transition of its services to a new Contractor. As part of its RFP response, the Contractor will submit a Transition-Out plan that will be evaluated on the following:

1. Detailed discussion of the Contractor's understanding of its role and responsibility for transition.
2. Detailed discussion that clearly demonstrates the Contractor's commitment to continue to provide services under the existing terms and conditions of the Contract during transition and/or identifies any restrictions and limitations.
3. Establish a transition schedule that anticipates an 18-24 month transition period.
4. Detailed action plan that demonstrates a commitment to work cooperatively with the state and awarded Contractor in planning and coordinating the transition of services to the new Contractor.
5. Transition plan/schedule that includes, at a minimum, identification of end users, service locations (geographic, address), service type, and circuit identification.
6. At the state's request and consistent with the schedule for award of new service contract, the Contractor will submit a Transition-Out Plan for the state's review and approval.

   At a minimum, the Transition-Out plan will include the following elements:

   a. User Impact
   b. Fiscal Impact
   c. Clarity and Detail
   d. Strategy for transition of Contractor services to new Contractor services

e. Strategy for transition of invoicing systems

f. Identification of tasks dependent on state data or resources

g. Structure and organization to support current Contract terms and conditions and resources to support transition of services

h. Other elements necessary for transition planning

7. Contractor shall submit a schedule and plan for transparent transition of services to support the continued billing, collection, and remittance of administrative fees for services billed under the CALNET II contract.

   The plans will include transition of all users to the new Contract and subsequent contract(s). For both Transition-In and Transition-Out, the entire implementation/transition process must take place at no additional cost to State or local government agencies, and remain transparent to the end user of the service including maintaining existing user telephone numbers, and consideration for local number portability. DGS/TD will evaluate the implementation/transition plans as part of the Contractor proposal and jointly approve implementation of the plans. The plans shall use industry accepted project management methodology throughout the planning and implementation process.

The State recognizes the complexities and risks involved in an implementation/transition project of this size and magnitude. The State reserves the right to modify the implementation/transition plans where deemed in the best interest or benefit of the State or authorized users of the Contract.

In addition, the State retains the option to identify performance requirements and to establish rights and remedies for performance associated with implementation/transition milestones, tasks and schedules.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description: